



United Nations
MOLDOVA

FINAL REPORT

on Post-2015 Country Consultations
in the Republic of Moldova





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November – April 2013

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LIST OF ACRONYMS

ATU	Gagauzia Autonomous Territorial Unit of Gagauzia
BEEPS	Business Environment and Enterprise Performance Survey
CIS	Commonwealth of Independent States
CSOs	Civil Society Organizations
EBRD	European Bank for Reconstruction and Development
ECtHR	European Court of Human Rights
EU	European Union
FDI	Foreign Direct Investment
GDP	Gross Domestic Product
HIV/AIDS	Human immunodeficiency virus infection / acquired immunodeficiency syndrome
ILO	International Labour Organization
IOM	International Organization for Migration
LGBT	Lesbian, gay, bisexual, and transgender community
LPAs	Local Public Authorities
MDGs	Millennium Development Goals
NBS	National Bureau of Statistics
NGOs	Non-governmental Organizations
NRS	National representative survey conducted in January 2013 by sociological company CBS-AXA;
ODIMM	Organization for Development of Small and Medium-sized Enterprises
OECD	Organisation for Economic Co-operation and Development
OGC	On-the-ground consultations with stakeholders' groups conducted in November 2012 - February 2013;
OLS	Online survey in the period of 11 December 2012 – 20 February 2013;
R&D	Research and Development
SADI	Small Area Deprivation Index
SMEs	Small and Medium Enterprises
TB	Tuberculosis
UN	United Nations
UN Women	United Nations Entity for Gender Equality and the Empowerment of Women
UNDP	United Nations Development Programme
UNICEF	United Nations Children's Fund

CONSULTATION RESOURCES

Trust
ies,
participation, governance, better educa-
tion system, objective teachers, new
decent jobs, better incomes, practical
learning, decent living, sustainable
development, innovation, knowl-
edge, better future, next generation,



CONSULTATION RESOURCES

Funding: UN Country Team in Moldova

Partners: The UN Country Team consisting of agencies such as FAO, IFAD, ILO, IOM, OHCHR, UN Women, UNAIDS, UNDP, UNESCO, UNFPA, UNHCR, UNICEF, UNODC and WHO, in particular the UN Country Team's Post-2015 task force and Communications Group; Moldovan diaspora organizations; and Independent think-thank Expert-Grup as consultations' facilitation team;

Timeline: November 2012 – March 2013

Synergies with other Processes:

The Millennium Development Goals (MDGs), which will expire in 2015, have galvanized political attention and donor support to reduce poverty by half, secure universal education, empower girls and women, promote child and maternal health, tackle HIV/AIDS and tuberculosis, protect the environment, and consolidate global partnerships for development. As the expiry date draws closer, it is important to set new goals for the post-2015 period, thereby sustaining the focus and commitment of international actors. Moldova is one of the first countries in which national consultations on the post-2015 development agenda have taken place. People were broadly consulted, involving elected politicians, public officials, civil society, grassroots organizations, the private sector, trade unions, workers, migrants, and the academic community, with the purpose to learn the concerns and aspirations of the people concerning the future of Moldova. Particular attention was given to those groups which are often excluded from public debate and whose voices may not always be heard. The results of the national consultations will provide a platform for the UN – Moldova dialogue on the post-2015 agenda and will help convey Moldova's vision on its future in the global development framework.

The national consultation process was officially launched on 13 December 2012 with a speech of UN Resident Coordinator Ms. Nicola Harrington-Buhay in the Plenary of the Moldovan Parliament. Online and on-the-ground consultations had started in November 2012.

The preparatory phase of the consultations built upon the recent national reports, including those related to the MDGs implementation process. The specific activities planned for the consultation process according to the UN Guidelines for the Country Dialogues were complemented by consultations organized on the side-lines of other events organized by UN Agencies. In particular:

- The first consultation session was held with children on the side-lines of the Youth Forum organized by UNICEF;
- Four consultation sessions were held as part of events organized by UN Women;
- One session was organized within an event organized by ILO with tripartite representatives of line-ministries, public services, trade unions and employers' associations;
- Two consultation sessions were organized by IOM and Moldovan Diaspora organizations with Moldovan nationals who migrated to Portugal and Italy, where high numbers of Moldovan migrants are registered.

CONSULTATION PROCESS

Trust, equal opportunities, economic participation, governance, better education system, objective teachers, new decent jobs, better incomes, practical learning, decent living, sustainable development, innovation, knowledge, better future, next generation,



CONSULTATION PROCESS

An active communication campaign prepared the consultation process itself. An **SMS-campaign** with the support of all mobile telephone operators in Moldova (Orange, Moldcell/TeliaSonera, Moldtelecom) was implemented in two stages: at the end of December 2012 and in the second half of January 2013, promoting the Post-2015 webpage at www.un.md/2015 and the online survey on that page. A **video-spot** was broadcast on the national television station from December 2012 to February 2013. It is based on 8 people and presents 8 tentative themes: equality, decent work, education + children + diversity, migration and family, infrastructure, ageing and the elderly). **Banners** were placed on partners' websites.

Facebook and Twitter accounts were set up to both spread the information on the consultations and to provide platforms for an exchange of opinion.

The consultation process itself involved several tools. Two large-scale surveys – one nation-wide representative sociological survey and one on-line survey - were conducted during the consultation process to collect the opinion of the general population regarding "The Future Moldova Wants". As only 43 percent of Moldovans have access to the internet, the Small Area Deprivation Index was used to select groups, vulnerable and marginalized, whose voices may otherwise not have been heard. On this basis, 15 on-the-ground consultations were organized with focus-groups. Eight dedicated meetings also took place on the side-lines of other public events organized by the UN family.

A national validation workshop was organized on 21 March 2013 where the main results of the consultation process (see Section Consultation Results) were presented and discussed with the representatives of line-ministries, LPAs employers' associations, trade unions, representatives of the business sector and CSOs. This once again gave an opportunity to exchange views and recommendations on the post-2015 development agenda for Moldova, and contributed to ensuring a framework of general agreement and shared view on the 'The Future that Moldova Wants' among the key national stakeholders in the process.

Stakeholders	Activities	Methodologies
<p>General population: 1,242 respondents, including:</p> <ul style="list-style-type: none"> • 44.9% male respondents and 55% female respondents; • 45.2% urban residents and 54.8% rural residents; • 8% rural residents; • 25.9% respondents 18-29 years old, 29% aged 30-45 years, 23% aged 46-59 years and 22.1% respondents above 59 years; • 73.7% Romanian speaking population and 26.3% Russian speaking population; • 33.2% respondents with low self-perceived socio-economic status, 33.1% with medium socio-economic status and 33.8% with high socio-economic status; 	<p>National representative survey (NRS) conducted in January 2013 by sociological company CBS-AXA. The survey covered the entire country, except for the Transnistrian region. The maximum error margin of the survey was $\pm 3\%$.</p>	<p>The questionnaire for the representative opinion poll included six questions with sets of pre-defined answers. The questionnaire was developed considering the interim results of the on-the-ground consultations, capturing and aggregating the main topics covered and discussed. The questions proposed to respondents were the following:</p> <ol style="list-style-type: none"> 1. Overall, do you consider you live well? 2. What do you lack to live better? 3. Which do you think are the groups of the population in the Republic of Moldova that live worse than the others?

Stakeholders	Activities	Methodologies
<ul style="list-style-type: none"> 23.5% respondents with primary and lower secondary education, 23.3% with general upper secondary education, 21.2% with secondary vocational education and 31.9% with post-secondary non-tertiary and tertiary education. 		<ol style="list-style-type: none"> What is necessary for people from Moldova to live better in long-term? Who has the primary role in ensuring a better life in long-term? Which do you think are the biggest challenges Moldova will face in the long-term?
<p>General population 5,176 respondents to the online survey:</p> <ul style="list-style-type: none"> 60% male and 40% female respondents; 42.5% said they are from Chisinau capital city, 24.5% from Central Development Region, 20.8% from North Development Region, 8.9% from South Development Region, 1.6% from Autonomous Territorial Region Gagauzia and 1.8% from Transnistria; 40.6% of respondents said they are below 25 years old, 51.8% of respondents of 25-50 years old and 7.6% above 50 years old. 	<p>In the period of 11 December 2012 – 20 February 2013 the population could express their opinion on “The Future Moldova Wants” through an online survey (OLS) on www.un.md/2015 and www.worldwewant2015.org/Moldova2015 web-pages.</p>	<p>The survey module contained 4 questions:</p> <ol style="list-style-type: none"> What will future generations / your children need to live well in your community? Are these things currently missing in your community? What are the main reasons some people do not leave well in your community? What is necessary to achieve the future you want? Whose situation in particular you wish to improve in the future?
<p>General population</p>	<p>Facebook (www.facebook.com/Moldova2015) and twitter accounts (https://twitter.com/Moldova2015) were created.</p>	<p>Information from the consultations process, including photos from the organized events, was placed on Facebook and twitter pages created, where people could express their opinions on “The Future Moldova Wants”.</p>

On-the-ground consultations (OGC)

Selected stakeholders groups, including vulnerable groups.

The groups consulted included socially excluded groups, i.e. individuals or social /regional groups of people who are deprived of full participation in the economic, social, cultural and political life of the society/community they live in. According to the law, vulnerable groups in Moldova include: children and young people whose health, development and physical, mental or moral integrity can be prejudiced in the environment they live in; families that do not properly perform their obligations of children's care, maintenance and education; families with no income or low income; persons without families, who cannot look after themselves, or need care and supervision or are unable to cope with socio-medical needs; disabled children under 18; families with many children; single-parent families with children; elderly persons; and disabled persons and other groups, in particular migrants. Such categorization is partly consonant with the one generally accepted at the EU level, which also includes ethnic minorities and immigrants, etc. A total number of 204 people were consulted, including:

- 46% women and 54% men;
- 50% residents of rural areas and 50% residents of urban areas;
- 34% are below 29 years old, 34% are of 30-45 years old, 24% are of 46-59 years old and 8% are above 59 years.

15 consultations were organized by the Facilitators' Team of the think tank EXPERT-GRUP.

The mapping of vulnerable groups of stakeholders was based on the national **Small Area Deprivation Index (SADI)**. The consultation process was organized according to the Guidelines for the Country Dialogues. The consultations lasted between 50 – 110 min, and based on the following general approach:

- General presentations of the initiated national consultations on the Post-2015 development agenda;
- Presentation of main reasons and expected outcomes from the consultations;
- An interactive focused discussion based on the prepared 'Focus-group consultations guide' which was developed in compliance with the 'Post-2015 Guidelines for Country Consultations' of answering the proposed list of 15 questions developed in compliance with the 'Post-2015 Guidelines for Country Consultations' (July 2012);
- Presentation of results and validation of conclusions with the group. Feed-back from the participants

The list of questions was also elaborated according to the guiding questions, with a total number of 15 questions.

<p>Disadvantaged children and youth. 19 children and youth between 16-23 years old including:</p> <ul style="list-style-type: none"> • 18 girls and 1 boy; • 3 participants from urban area and 16 participants from rural areas. 	<p>12 December 2012 – regional focus group with disadvantaged children and youth, organized in Cahul town (Southern Moldova);</p>	<p>The 15 basic questions addressed - with slight adaptations corresponding to the context - during the focus groups were:</p>
<p>Women with small income or without jobs and with many children from the rural area. 15 women from rural area, including:</p> <ul style="list-style-type: none"> • 7 participants 18-29 years old, 5 participants 30-45 years old and 3 participants 46-59 years old. 	<p>13 December 2012 – regional focus group organized in Negresti village, Straseni rayon (Central Moldova). The location was selected among the most deprived according to SADI.</p>	<p>WHAT? (35 min)</p> <ol style="list-style-type: none"> 1. What are the biggest problems faced by Moldovans that you think will not be solved by 2015?
<p>People with disabilities from rural and urban areas. 16 participants, including:</p> <ul style="list-style-type: none"> • 6 male and 10 female participants; • 3 participants from rural areas, 8 participants capital city and 5 participants from other urban areas; • 11 participants 18-29 years old and 5 participants 30-45 years old. 	<p>14 December 2012 – focus group with people with disabilities from the rural and urban areas, organized in Chisinau;</p>	<ol style="list-style-type: none"> 2. Which are the groups of population affected the most by these problems? Why exactly the named categories are the most affected?
<p>Farmers and entrepreneurs from the rural areas. 13 participants, including:</p> <ul style="list-style-type: none"> • 12 male and 1 female participants; • 10 participants from rural areas and 3 from urban areas; • 1 participant 18-29 years old, 3 participants 30-45 years old, 6 participants 46-59 years old and 3 participants above 59 years old. 	<p>19 December 2012 - focus group on small business and economic development with farmers and entrepreneurs from the rural area, organized in Leova town (Southern Moldova). The location was selected among the most deprived according to SADI.</p>	<ol style="list-style-type: none"> 3. What should be done for the population, and especially, for the next generations, to live better? 4. What should be the priorities for Moldova after 2015?
<p>Community social workers. 14 participants, including:</p> <ul style="list-style-type: none"> • 3 male and 11 female participants; • 12 participants from rural areas and 2 from urban areas; • 5 participants 18-29 years old, 5 aged 30-45 years old and 4 participants 46-59 years old. 	<p>20 December 2012 – focus group with community social workers, organized in Soroca town (Northern Moldova). The location was selected among the most deprived according to SADI.</p>	<p>WHY? (25 min)</p> <ol style="list-style-type: none"> 1. Why do you think the identified problems have not been solved so far?
<p>Family doctors. 15 participants, including:</p> <ul style="list-style-type: none"> • 10 male and 5 female participants; • all participants from rural areas; • 2 participants 30-45 years old, 12 participants 46-59 years old and 1 participant above 59 years. 	<p>21 December 2012 – focus group with family doctors, organized in Singerei town (Northern Moldova). The location was selected among the most deprived geographically and according to the access to healthcare services.</p>	<ol style="list-style-type: none"> 2. Do you think there are inequalities between the wellbeing of the different groups of population in Moldova? Why?

<p>Teachers and other representatives of the education sector. 15 participants, including:</p> <ul style="list-style-type: none"> • all female participants; • 5 participants from rural and 10 from urban areas; • 2 participants 18-29 years old, 10 participants 30-45 years old and 3 of 46-59 years old. 	<p>3 January 2013 - focus group with teachers and other representatives of the education sector, organized in Hincesti town (Central Moldova). The location was selected among the most educationally deprived.</p>	<ol style="list-style-type: none"> 3. Are there any rural/urban inequalities in wellbeing? Why? 4. Are there any inequalities in the wellbeing of men and women? Why?
<p>Representatives of local public authorities (LPAs). 13 participants, including:</p> <ul style="list-style-type: none"> • 8 male and 5 female participants; • 12 participants from rural areas and 1 participant from urban area; • 6 participants of 30-45 years old and 7 of 46-59 years old. 	<p>4 January 2013 - focus group with LPAs (mayors and local councillors), organized in Ungheni town (Central Moldova). The location was selected among the most economically active.</p>	<p>WHO? (10 min)</p> <ol style="list-style-type: none"> 1. Who should be involved in solving the identified problems faced by the population of Moldova?
<p>Representatives of CSOs active in water, energy and environment protection areas. 15 participants, including:</p> <ul style="list-style-type: none"> • 10 male and 5 female participants; • 12 participants from Chisinau capital city and 3 participants from other urban areas; • 3 participants 18-29 years old, 4 - 30-45 years old, 5 - 46-59 years old and 3 above 59 years. 	<p>16 January 2013 - focus group with representatives of CSOs active in water, energy and environment protection areas, organized in Chisinau.</p>	<ol style="list-style-type: none"> 2. Which actors and institutions outside the country should be involved in solving the identified problems faced by the population of Moldova?
<p>Representatives of CSOs representing people with HIV/AIDS and TB, CSOs specialized in early intervention and other CSOs active in the health protection field. 12 participants, including:</p> <ul style="list-style-type: none"> • 3 male and 9 female participants; • 11 participants from Chisinau capital city and 1 participant from other urban area; • 5 participants of 18-29 years old, 4 of 30-45 years old, 2 of 46-59 years old and 1 above 59 years old. 	<p>17 January 2013 - focus group with representatives of CSOs representing people with HIV/AIDS and TB, CSOs specialized in early intervention and other CSOs active in the health protection field, organized in Chisinau.</p>	<p>HOW? (10 min)</p> <ol style="list-style-type: none"> 3. How do you think each of us can influence the change for the better in Moldova? 4. How can we assess progress achieved by Moldova in ensuring the welfare of the population?
<p>Representatives of CSOs representing the LGBT group. 15 participants, including:</p> <ul style="list-style-type: none"> • 6 male and 9 female participants; • all participants from Chisinau capital city; • 7 participants of 18-29 years old and 8 of 30-45 years old. 	<p>17 January 2013 Chisinau - focus group with representatives of CSOs representing the LGBT group, organized in Chisinau.</p>	<ol style="list-style-type: none"> 5. How can we ensure that the entire population of our country knows that we have or have not achieved the desired goals?

<p>Representatives of CSOs representing and protecting people with disabilities. 12 participants, including:</p> <ul style="list-style-type: none"> • 3 male and 9 female participants; • all participants from Chisinau city; • 2 participants of 18-29 years old, 7 - 30-45 years old and 3 - 46-59 years old. 	<p>18 January 2013 - focus group with representatives of CSOs representing and protecting people with disabilities, organized in Chisinau.</p>	<p>WHEN? (10 min)</p> <ol style="list-style-type: none"> 1. How long do you think that it will take for the population of Moldova to attain the desired level of welfare? 2. Do you consider necessary the implication of the population in the evaluation of progress? When do you believe that it would be best to conduct these consultations? How should be the consultations on the progress assessment conducted?
<p>Representatives of urban SMEs. 4 participants, including:</p> <ul style="list-style-type: none"> • all male participants; • all participants from Chisinau city; • 2 participants of 18-29 years old and 2 of 46-59 years old. 	<p>26 January 2013 - focus group with representatives of urban SMEs organized in Chisinau.</p>	
<p>Migrants. 14 migrants working in Italy, Israel, Portugal, Russia, Ireland, currently in Moldova, including:</p> <ul style="list-style-type: none"> • 5 male and 9 female participants; • 2 participants 18-29 years old, 9 - 30-45 years old, 2 - 46-59 years old and 1 participant above 59 years. 	<p>3 February 2013 – focus group with migrants organized in Molesti village, Ialoveni rayon (Central Moldova). The location was selected among the most demographically deprived.</p>	
<p>Representatives of academia. 12 participants including:</p> <ul style="list-style-type: none"> • 7 male and 5 female participants; • 2 participants 18-29 years old, 4 - 30-45 years old, 2 - 46-59 years old and 4 - above 59 years old. 	<p>22 February 2013 – focus group with representatives of academia from higher education institutions organized in Chisinau.</p>	

<p>Other stakeholders groups.</p> <p>A total number of 283 people were consulted on the side-lines of various UN events, including:</p> <ul style="list-style-type: none"> • 47% male and 53% female participants; • 42% participants from rural areas and 58% from urban areas. 	<p>Consultations process was facilitated by the EXPERT-GRUP and organized as part of other UN events.</p>	<p>The consultation process was organized according to the Guidelines for the Country Dialogues. The consultations lasted 35 to 120 min, with the following general approach:</p> <ul style="list-style-type: none"> • General presentations of the initiated national consultations on the Post-2015 development agenda; • Presentation of main reasons and expected outcomes from the consultations; • An interactive process of answering the proposed list of questions developed in compliance with the 'Post-2015 Guidelines for Country Consultations' (July 2012); • Presentation of results and validation of conclusions with the group. <p>The list of questions was also elaborated according to the guiding questions, with a shorter version of 4-5 questions for different stakeholders' groups.</p>
<p>Children. 50 children between 12-18 years old, boys and girls from rural and urban area, including children with disabilities, children of Roma ethnicity, graduates of residential institutions and beneficiaries of alternative services.</p> <ul style="list-style-type: none"> • 29 girls and 21 boys; • 35 from rural areas and 15 from urban areas. 	<p>20 November 2012 – consultations at the Youth Forum organized by UNICEF.</p>	<p>The 4 questions addressed during these consultations were:</p> <ol style="list-style-type: none"> 1. What are the biggest problems faced by the Moldovan population that you think will not be solved by 2015? 2. Why do you think the identified problems have not been solved yet? 3. Who should be involved in solving the identified problems faced by the population of Moldova? 4. What should be the priorities for Moldova after 2015?

<p>Representatives of local public administration and public services providers. 40 representatives of LPA and public services providers from 5 districts (Ungheni, Telenesti, Singerei, Nisporeni, Cantemir). The participants are members of the Joint Information and Services Bureaus).</p> <ul style="list-style-type: none"> • All participants were from rural areas; • 18 were women and 22 men. 	<p>30 November 2012 – consultations at the Retreat meeting of the representatives of Joint Information and Services Bureaus of five districts (rayons) of Moldova organized by UN Women;</p>	<p>The 5 questions addressed during these consultations follow (4 identical questions for all seven groups and a varying last question):</p> <ol style="list-style-type: none"> 1. What are the biggest problems faced by the Moldovan population that you think will not be solved by 2015? 2. Why do you think the identified problems have not been solved yet? 3. Who should be involved in solving the identified problems faced by the population of Moldova? 4. What should be done to solve these issues? 5. 1. What period will be needed to solve the identified issues? 2. How can we assess progress achieved by Moldova in ensuring the welfare of the population? 7. 3. How can the mechanisms used for the national consultations be used in the future reviews of progress made by the Republic of Moldova towards its set objectives? <p>The list of questions was slightly adapted to the specific of each group.</p>
<p>Gender equality advocates, women's organizations, representatives of CSOs. 11 gender equality advocates, women's organizations, representatives of CSOs. The participants are members of the Civil Society Advisory Board.</p> <ul style="list-style-type: none"> • Only women; • All participants from Chisinau city. 	<p>3 December 2012 – consultations following the initiation meeting with the Civil Society Advisory Board organized by UN Women;</p>	
<p>Population of the Autonomous Territorial Unit of Gagauzia. 32 students, ethnic minorities, teachers and representatives of CSOs, public authorities.</p> <ul style="list-style-type: none"> • All participants from rural areas; • 18 female and 14 male participants. 	<p>6 December 2012 – consultations within the framework of the Public Debate on 'Preventing and fighting violence against women' organized by UN Women in the town of Comrat</p>	
<p>Representatives of line-ministries, public services, trade unions, employers' associations. 40 representatives of line-ministries, public services, trade unions, employers' associations.</p> <ul style="list-style-type: none"> • 19 women and 21 men; • All participants from urban area. 	<p>18 December 2012 – consultations on the sidelines of the Tripartite National Consultations on the Development Agenda Post-2015 organized by ILO in Moldova.</p>	
<p>Moldovan migrants in Portugal. 12 Moldovan emigrants in Portugal, including:</p> <ul style="list-style-type: none"> • 7 female and 5 male participants; • All from urban areas; • 9 participants below 30 years old and 3 participants above. 	<p>19 January 2013 – consultations with migrants within the pilot project "Integration of Migration in Development Agenda", implemented by the Government of the Republic of Moldova</p>	

	with the support of UNDP, IOM and UN Women, financed by Swiss Agency for Development and Cooperation, organized in Lisbon, Portugal.	
<p>Moldovan migrants in Italy. 16 Moldovan migrants in Italy, including:</p> <ul style="list-style-type: none"> • 12 female and 4 male participants; • 11 participants from urban areas and 5 participants from rural areas; • 7 participants below 30 years old and 9 participants above. 	<p>20 January 2013 - consultations within the pilot project "Integration of Migration in Development Agenda", implemented by the Government of the Republic of Moldova with the support of UNDP, IOM and UN Women, financed by Swiss Agency for Development and Cooperation, organized in Brescia, Italy.</p>	
<p>UNDP Moldova staff. 75 staff members of UNDP Moldova participated in the consultations, including:</p> <ul style="list-style-type: none"> • 39 female and 36 male participants; • All participants from urban area. 	<p>31 January 2013 – consultations at the UNDP Moldova retreat meeting organized in Iasi, Romania.</p>	
<p>Roma population. 7 questionnaires submitted by Roma respondents:</p> <ul style="list-style-type: none"> • All male respondents from rural areas. 	<p>10-12 December 2012 - a survey conducted as part of mapping of the communities densely populated by Roma exercise nested in a Roma project implemented by UNDP Moldova.</p>	<p>The questionnaire contained 5 questions:</p> <ol style="list-style-type: none"> 1. What are the biggest three problems faced by your community that you think will not be solved by 2015? 2. What are the three main reasons these problems have not been solved yet? 3. Who should be involved in solving the identified problems 4. What should be done to solve these issues? 5. What should be the priorities for Moldova after 2015?

<p>Representatives of line ministries, LPAs, trade unions, employers' associations, business sector and CSOs. 75 participants from different regions of Moldova, rural and urban areas.</p>	<p>21 March 2013 - National validation workshop organized by UN Moldova and EXPERT-GRUP in Chisinau.</p>	<p>The national validation workshop was organized in an inclusive and participative manner, giving another opportunity to exchange views and recommendations among the key stakeholders. A plenary session was organized in the beginning where the main Consultations Results and recommendations were presented to the audience. Four panels of discussions based on the identified vertical thematic areas (priorities, please see 'Consultations Results' section) were organized to give the opportunity for further development and discussions of the identified sub-priorities and, key solutions and recommendations on how to build on the consultations results in each specific area:</p> <ul style="list-style-type: none"> • Good governance and human rights; • Education, jobs and sustainable economic development; • Inclusive, tolerant and cohesive society; • Sustainable environment. <p>The participants to each panel discussed three questions in order to validate the conclusions of the analytical report presented:</p> <ol style="list-style-type: none"> 1. Do you agree with this priority (thematic area) to be included in the post-2015 agenda? Do you think the sub-priorities and solutions identified by the participants to the consultations are relevant? 2. How can the rural-urban divide in this area be reduced? 3. How do you see your personal implication in the implementation and monitoring of development policies that refer to this priority after 2015?
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CONSULTATION CONTENT

Trustful judiciary, equal opportunities, democratic participation, governance, better education system, objective teachers, new decent jobs, better incomes, practical learning, decent living, sustainable development, innovation, knowl-

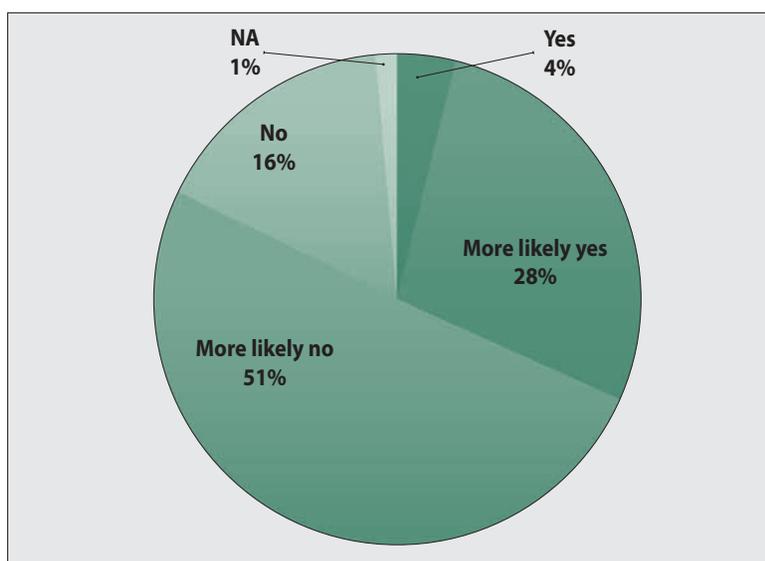


CONSULTATION CONTENT		
Stakeholders	Question	Content
General population	WHAT?	

In the national representative survey (NRS), respondents had the opportunity to assess the quality of their life in Moldova. According to the results, some 32% of the population consider that they live well or more likely well, while 67% of the population stated they do not or more probably do not live well (Chart 1).

CHART 1. **Distribution of answers to the question “Overall, do you consider you live well?”**

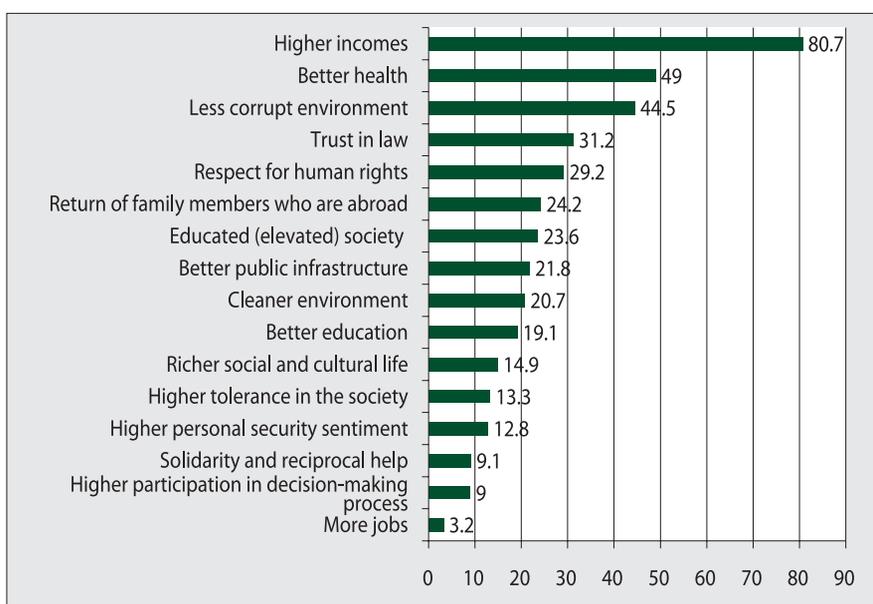
Higher income is the most often-mentioned factor people lack in order to live better – as stated by 80.7% of the population in the NRS. Other important missing factors for a better life are: health (mentioned by 49% of respondents), less corruption (44.5%), trust in the law (31.3%), respect for human rights (29.2%), the return home of family members working abroad (24.2%), a better educated society (23.6%), better public infrastructure (21.8%), a cleaner environment (20.7%), better education (19.1%). (Chart 2)



Source: NRS conducted in January 2013 by sociological company CBS-AXA;

CHART 2. **Frequency of answers to the question “What do you lack to live better?“, %**

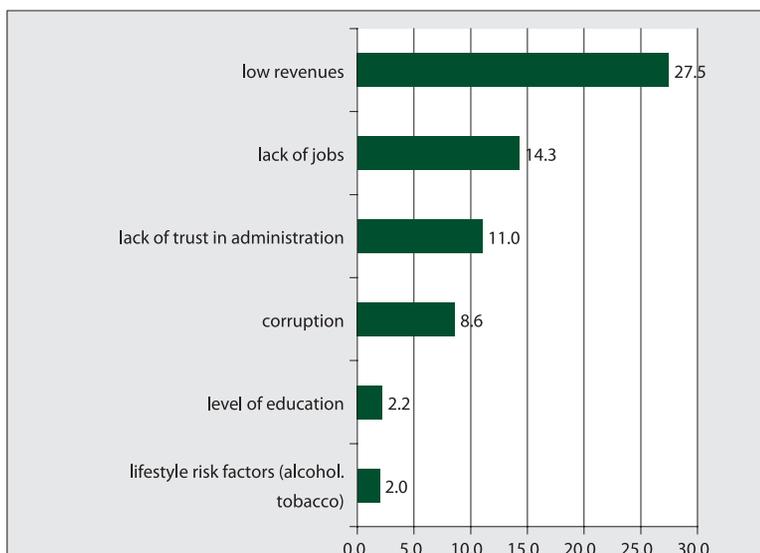
Some of these factors could be also found among the reasons people do not live well in their community identified in the OLS, with a low level of trust in administration and life-style risk factors to be added (Chart 3).



Source: NRS conducted in January 2013 by sociological company CBS-AXA;

CHART 3. Frequency of answers to the question “What are the main reasons some people do not leave well in your community?”, %

Most of the factors listed above were also mentioned during the on-the-ground consultations (OGC) by different groups of stakeholders as being exactly those problems that are not likely to be solved by 2015. Some problems were mentioned by almost every group consulted. These omnipresent problems are: a lack of jobs, low incomes and poverty, limited access and poor quality of education, limited access and poor quality health services, corruption, violations of human rights, migration and the general sense of many members of the society do not respect basic social norms.

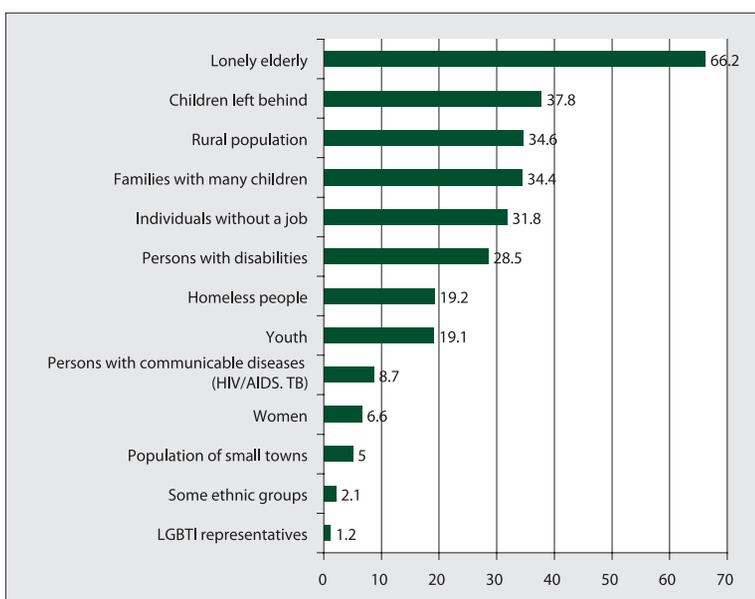


Source: OLS conducted in November 2012 - February 2013;

The most affected groups of population according to the overall opinion in the NRS are: the lonely elderly (66.2% of population consider them among the most disadvantaged groups), children left behind by migrants (37.8%), the rural population (34.6%), families with many children (34.4%), the jobless (31.8%), persons with disabilities (28.5%), homeless people (19.2%), the youth (19.1%) (Chart 4).

CHART 4. Frequency of answers to the question “Which do you think are the groups of the population in the Republic of Moldova that live worse than the others?”, %

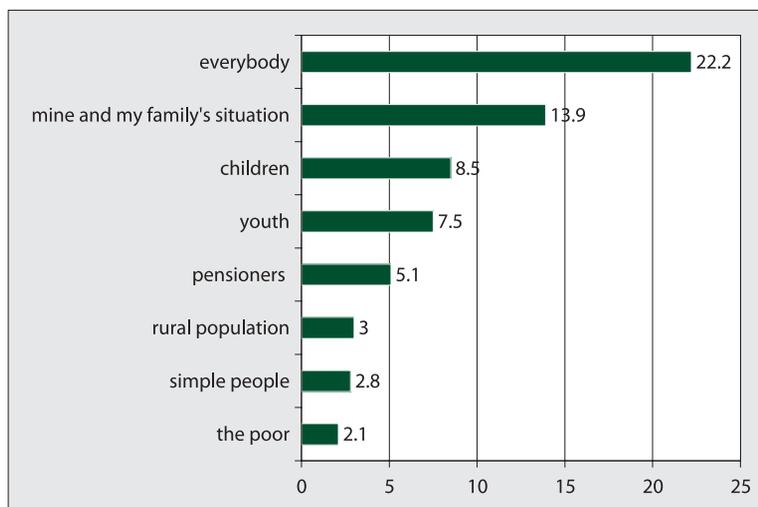
The elderly living alone, children left behind and the rural population (especially those working on small agricultural plots) were also mentioned by all stakeholder groups in the OGC. However, the participants in the online survey had more freedom in their answers, therefore the answers differ. While most people wish that everyone’s situation will improve in the future, 13.9% of the respondents mentioned in particular both their own and their family’s situation, in line with some of the opinions found in on-the-ground consultations about people that care less for society’s problems and more about their own problems (Chart 5).



Source: NRS conducted in January 2013 by sociological company CBS-AXA;

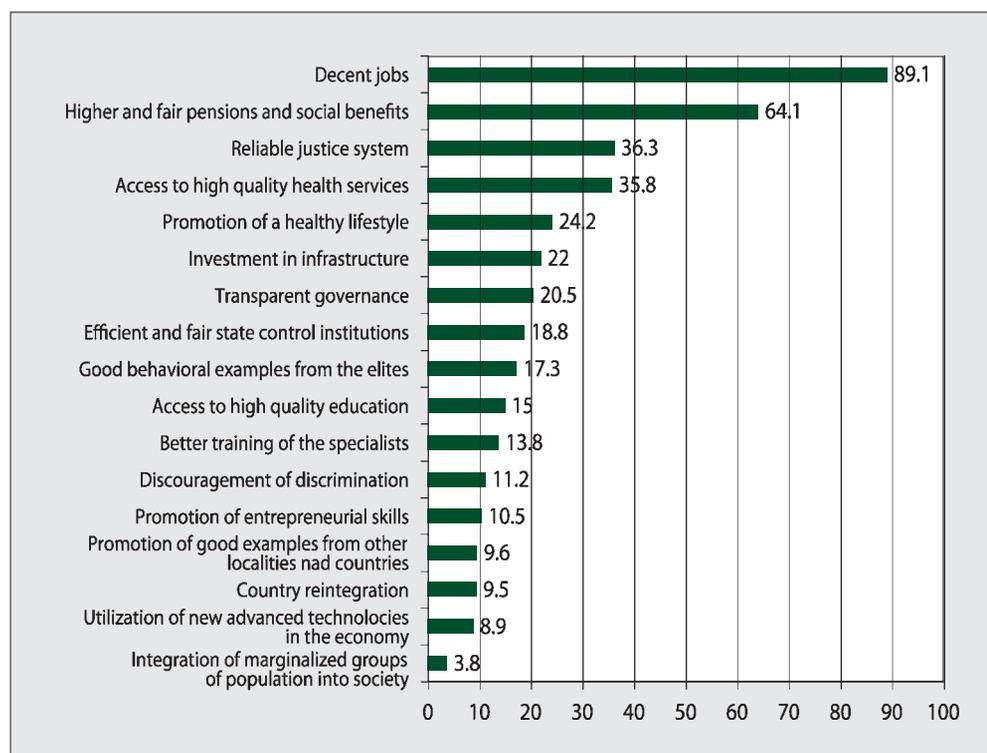
CHART 5. Frequency of answers to the question “Whose situation in particular you wish to improve in the future?”, %

In order for the whole population of Moldova to live better in the long-term, people most often mentioned the need for decent jobs (89.1% of the respondents in the NRS), higher and fairer pensions and social welfare (64.1%), a functioning and reliable justice system (36.3%), access to high-quality health services (35.8%), promotion of a healthy lifestyle (24.2%), higher investment in infrastructure (22%), transparent governance (20.5%). (Chart 6)



Source: OLS conducted in December 2012 - February 2013;

CHART 6. Frequency of answers to the question “What is necessary for people from Moldova to live better in the long-term?”, %



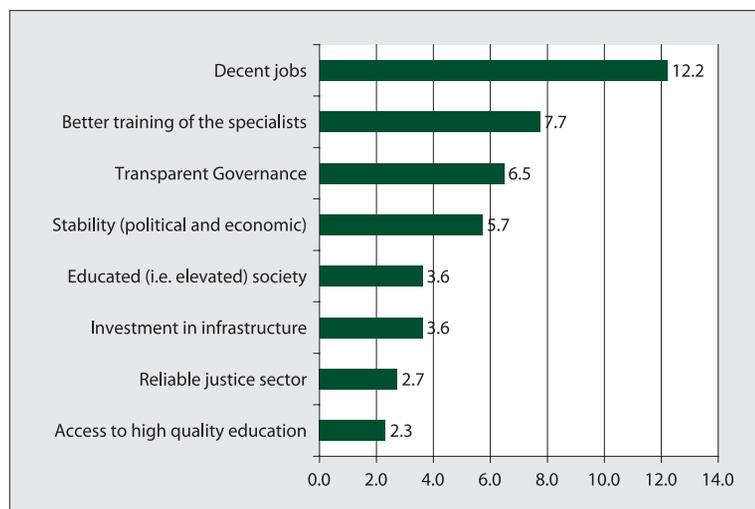
Source: NRS conducted in January 2013 by sociological company CBS-AXA;

The same answers prevailed in the OLS (Chart 7).

CHART 7. Frequency of answers to the question “What will future generations / your children need to live well in your community?“, %

During the on-the-ground consultations a number of common answers emerged for what should be done in order to sustainably solve the problems Moldova is currently facing.

- **Improvement of the business climate.** Business activity has to be supported in order to have more jobs and higher incomes;
- **Development of the agricultural sector.** Many people still consider Moldova an agricultural country which should invest more in this sector, promote a different subsidy policy, modernize its agriculture so that it can provide higher incomes to those employed in the sector;
- **Changing the political class.** Many people blame politicians and the government for unsolved problems which have aggravated over the past decade and consider that the problems might be solved only by changing these factors.



Source: OLS conducted in December 2012 - February 2013;

As for the priorities after 2015, stakeholders in OGC mentioned the following points, the most often:

- **Improvement in the business climate and supporting business activity.** All people agree that this is the only way to create jobs in the country and to earn higher incomes.
- **Fighting poverty.** The respondents consider that poverty-related MDG is not achieved, as many people still live in poverty and their incomes have lagged behind price increases. They think it is necessary to maintain the goal of poverty reduction and address it through better-targeted economic and social policies.
- **Fighting corruption.** In the opinion of the participants, corruption is ubiquitous: *“Corruption is everywhere, when someone goes to a doctor, with health insurance or without, wants to start a business, needs a certificate or a public service, they find corruption.”* There was a general agreement among the participants that all people are equally affected by corruption, as it is omnipresent and discourages everyone.
- **Educating (elevating) society.** This issue was raised especially by children and women. One reason for this is considered to be a high level of migration and parents leaving their children with insufficient childcare. As one participant put it: *„Education starts in the family and continues in kindergarten, school and society. Many parents are abroad, others do not know how to educate their children, there aren't kindergartens in every village, and schools are closing so it is no surprise, we have an uneducated society”.*
- **Raise the quality of education.** Most participants in the consultations believe that the quality of formal education at all levels deteriorated over the last two decades. Some other respondents, especially those from rural areas mentioned a lack of physical access to schools as a severe problem, others referred to the weak link between education and the labour market.

- **Ensuring access to high-quality and free healthcare services.** The access to healthcare services was mentioned by most participants: some do not have physical access to a doctor who is not available on a day-to-day basis in their village; while others do not have access because they are poor. Some people, including those with medical insurance, think it is expensive to go to a doctor, because the practice of informal payments persists and not all services are covered by health insurance. A lower share of respondents also referred to the quality of the healthcare services in Moldova.
- **Justice sector reform.** While not everyone was able to develop this idea, many participants see reform of the justice system as a way of combatting corruption, human rights violations and poor governance, problems that persist in Moldova.
- **Returning home of migrants** People mostly see the negative social consequences of migration and believe that in order to live better and have a higher life satisfaction, the return of family members working abroad is vital. Only some participants mentioned the negative economic consequences of migration on the labour market. At the same time, they understand that only by creating decent jobs in Moldova, is the achievement of this goal feasible. However, participants did not ignore the role of remittances, who often stated that these might represent the only source of income for some households that ensures their access to education and healthcare services.

Stakeholders	Question	Content
General population	WHY?	

Most people that participated in the OGC blame the Government for problems that persist or have aggravated in Moldova in the past two decades.

- They consider that a lack of political will, politicians who are guided by self-interest and unprofessional officials are the root causes of Moldovans' problems
- The weak enforcement of laws and a deficient legal framework are other reasons for problems that remain unsolved;
- Corruption is mentioned constantly by consultation participants as one of the key factors undermining Moldova's development;
- Another common answer is the pessimism and the passiveness which is widespread among the population. People have become discouraged, many have become self-interested and are not willing to contribute to a collective change. People do not participate in the decision-making process, they are not consulted, even though many say they would certainly have something to advise if politicians asked them.

In all the consultations, three key types of inequalities were identified. These inequalities pose significant risk to widen if necessary measures are not applied in the short-term:

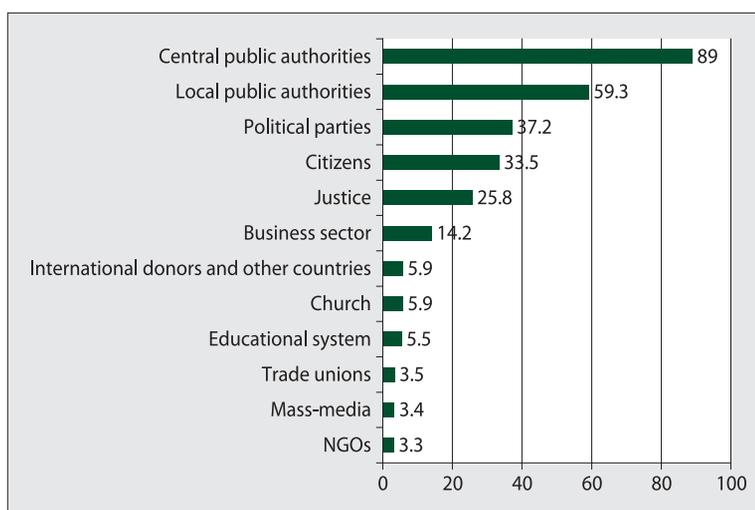
- The inequality between the **rich and the poor**. The difference in incomes generates differences in health and the education level. *"If you are poor this means you are ill and less educated,"* one participant said. This is a symptom of the vicious circle of poverty in Moldovan society.
- **Rural and urban** population. The rural population lacks access to basic infrastructure, to employment opportunities and public services. This makes them poorer and more vulnerable to illness. The gap between the rich and the poor and the rural and urban populations is connected as many people consider the rural population to be poor.
- **Men and women**. Women face discrimination on the labour market in terms of employment opportunity, promotion and salary. They are often discriminated against in the family as they are considered only responsible for raising children and doing housework. Some of the perceptions are determined by the traditional society we live in.

Stakeholders	Question	Content
General population	WHO?	

Most of the time people consider the Government and the relevant public authorities to be the chiefly responsible for ensuring a better life for the population. Thus, central public authorities are expected to have a main role in ensuring a better life by 89% of population, local public authorities are mentioned by 59.3%, political parties by 37.2%, citizens by 33.5%, justice officials – by 25.8%, according to NRS, which might denote the low level of maturity in Moldova’s civil society has achieved so far. At the same time, many respondents agree that every citizen can contribute to a better life in Moldova. (Chart 8)

CHART 8. **Frequency of answers to the question “ Who has the primary role in ensuring a better life in long-term?”, %**

The first four answers also prevailed in the OGC. However, another actor that is often considered important to changing the situation for better is the youth. The reasons for considering that the youth should be more active in solving the problems differ. Some consider the change is made for the youth, therefore, they should get involved in the process. Others consider that young people often have more innovative ideas and can find better solutions to the problems faced by Moldovan people.



Source: NRS conducted in January 2013 by sociological company CBS-AXA;

Stakeholders	Question	Content
General population	HOW?	

In most of the OGC the participants mentioned that a change for the better may be achieved through:

- Higher business activity that will generate more decent jobs, higher incomes, will make possible an increase in pensions and other social benefits and will stop the emigration phenomenon;
- Higher participation of every citizen to the decision-making process and in smaller-scale activities that may contribute to the change through better consideration of citizens’ opinion in all decisions and higher accountability of the decision-making actors.

Stakeholders	Question	Content
General population	WHEN?	

Most people who took part in the consultations believe that positive change can occur in the long term, around 20 years. However, some people expect gradual changes might start earlier (3-5 years) and even sooner, if some radical things happen, such as the migrants return.

However, some of the respondents are very pessimistic about the country's perspectives and a good life:

- „nobody will do anything for us to live well, we should do it by ourselves,” said an adolescent from a vulnerable group;
- „our generation will never live well in a country without poverty,” a woman stated;
- „we will live well in 50 years from now” said several people who work in the public sector.

Generally, not all of the population was able to identify a set of measures that would ensure that the set goals are achieved, mostly stating that there is need to select some indicators, without defining them. Some stakeholders identified a list of indicators and other tools.

Below the results of the consultations are presented by stakeholders groups. The stakeholder groups were identified based on the national representative survey, on-line survey on the www.un.md/2015 and www.worldwewant2015.org/Moldova2015 web-pages and on-the-ground consultations that took place during 11 December 2012 - 20 February 2013.

**Only answers or motivations that differ from the opinion of overall population and those that were stressed more during some OGC with stakeholders are presented below.*

Stakeholders	Question	Content
Rural population	WHAT?	

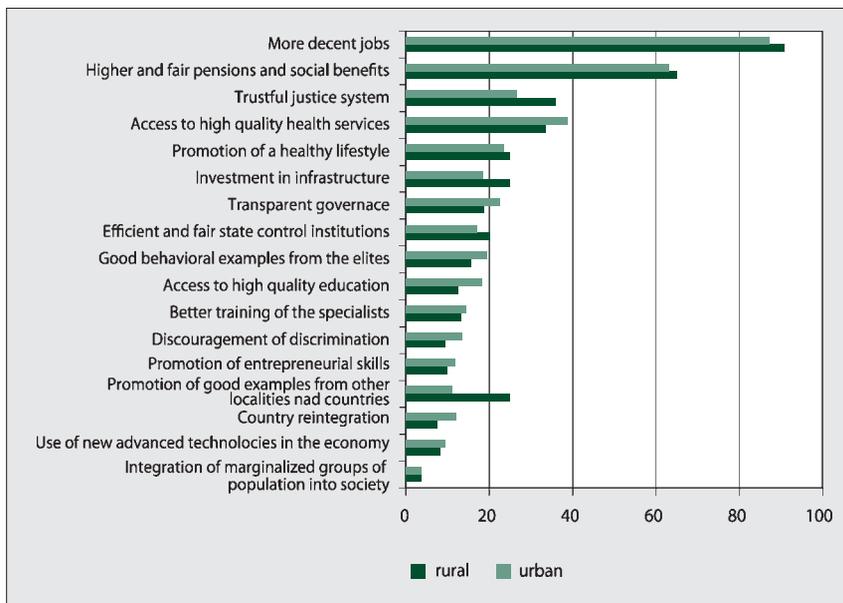
The rural population seems to be slightly more disadvantaged with 65.3% of respondents to the NRS considering they do not or live well or quite well. Compared to the urban population, the rural population in particular lacks several attributes to live better:

- **Higher incomes.** This is also evidenced by statistical data indicating a wide gap between the average incomes of the rural and urban populations;
- **Better health.** Rural inhabitants who do not have permanent doctors in their villages are the most affected: “In emergency cases, you cannot wait for the day the family doctor will be in the village ... you risk complications or even dying if you don't take the necessary pills,” a woman from rural area declared.
- **Family ties.** This is explained by the structure of the migrant population, with more rural inhabitants working currently abroad;
- **Infrastructure.** The quality of water, sewage and road infrastructure is especially poor in rural areas.

While overall, the opinion of rural residents on what is needed for the population to live better in the long-term does not differ significantly from the opinion of the urban population, rural residents mention some factors more often, such as more decent jobs (mentioned by 90.8% of the rural respondents), investment in infrastructure, fairer and more efficient state control institutions (Chart 9).

CHART 9. **Frequency of answers to the question “What is necessary for people from Moldova to live better in long-term?” by area of residence, %**

People in rural areas are concerned by the status of the youth, families with many children, persons with disabilities, considering them more disadvantaged mainly because of the poor infrastructure, the limited access to health and education services, poor recreational services for children and youth, high dependency and parents abroad; the latter being mentioned particularly by children who miss their parents and the migrants.



Source: NRS conducted in January 2013 by sociological company CBS-AXA;

Stakeholders	Question	Content
Rural population	WHY?	

The problems have not been solved yet because the state institutions and high-ranking officials are self-interested, but also the population has lost its faith in change and has become socially passive.

Stakeholders	Question	Content
Rural population	WHO?	

More than urban inhabitants, the rural population thinks that the state is mainly responsible to ensure a better life: 92% of the population in the NRS thinks the central public authorities have the main role in ensuring a better life and 63.2% think that local public authorities have the main role. The high responsibility attached to the local public authorities (10 p.p. higher compared to urban inhabitants) indicates over the stronger link between the population and public authorities in the villages.

Stakeholders	Question	Content
Rural population	HOW?	

Rural inhabitants think that change might be achieved through more intense business activity. In this context the role of agricultural sector was also mentioned, during the consultations, as this is an important source of income for the population. At the same time, rural inhabitants mentioned more often the need of social cohesion in order to achieve the change

Stakeholders	Question	Content
Rural population	WHEN?	

Generally speaking, the rural population is more pessimistic regarding the time needed to solve problems that would enable the population to live better. The opinions differ, mostly with answers saying twenty years or more.

Stakeholders	Question	Content
Urban population	WHAT?	

The urban population has slightly better living standards than the rural population according to their own assessment in the NRS, with 33.8% of population stating they live well or quite well. While they still refer to primary needs in order to live better, compared to rural inhabitants they put more emphasis on safety and social needs. They cite more often missing factors such as: better education, a more educated society, tolerant society, personal security, participation in decision-making process, trust in law, human rights protection.

Consequently, in order for the population to live better in the long-term, they give more credit than the rural population to factors such as: access to high quality health services and higher-quality education, promotion best practices from other localities or countries, promotion of good examples by the elites, discouragement of discrimination, transparent governance and territorial reintegration of the country (see Chart 9).

In their opinion, some groups of the population are more disadvantaged: women, children whose parents are abroad, lonely elderly, persons with HIV/AIDS, TB. This is explained by different problems faced by urban inhabitants, but also higher social awareness.

Stakeholders	Question	Content
Urban population	WHY?	

The quality of governance and dysfunctional laws are most often mentioned by the urban population as factors impeding the resolution of problems that the Moldovan population faces.

Stakeholders	Question	Content
Urban population	WHO?	

As opposed to the rural population, the urban population thinks political parties, the justice system, the business sector and the mass-media should have a greater role in ensuring a better life.

Stakeholders	Question	Content
Urban population	HOW?	

Encouraging business activity and attracting investment is the way to achieve a change for the better which is mentioned by most of the urban participants in the discussions.

Stakeholders	Question	Content
Urban population	WHEN?	

The opinions of the urban residents regarding the time the change can be achieved span a broad range, from 5 years for small changes to 25 years for macro-changes.

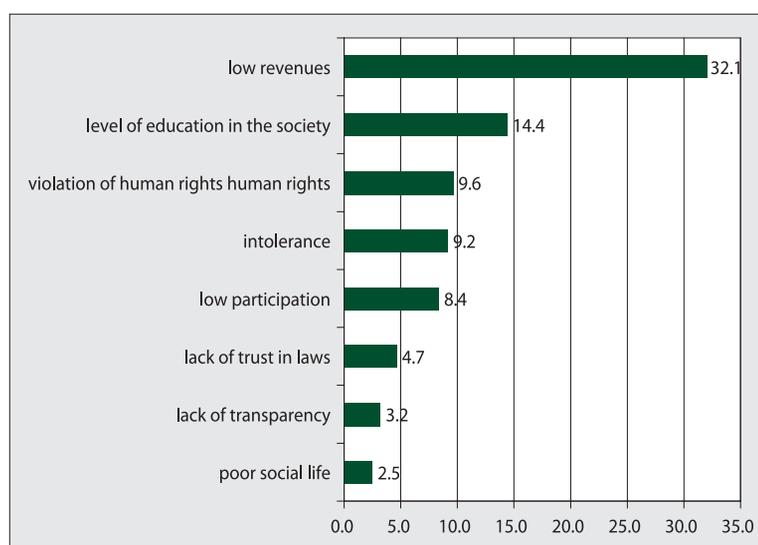
Stakeholders	Question	Content
Population from Chisinau capital city	WHAT?	

Generally, the population from Chisinau, the Moldovan capital, identified a wider range of problems not likely to be solved by 2015. The problems identified relate to: discrimination, access to public places of persons with disabilities, environmental problems. The fact that more problems were mentioned by the population from Chisinau is determined by the higher level of education and information of the population that is able to identify not only problems that affect directly them, but also those affecting other population groups. Also, in the OGC many representatives of CSOs representing some marginalized groups of population participated. Most of these CSOs are based in Chisinau, therefore, they were able to mention more specific problems. In the online survey, several other problems faced by the population were identified that do not refer only to primary needs (Chart 10).

CHART 10. **Frequency of answers to the question “What are the main reasons some people do not leave well in your community?” by residents of Chisinau capital city, %**

Therefore, among other priorities for post-2015 they mentioned:

- Fighting discrimination;
- Changing the mindset of the population;
- Environmental education of the population.



Source: OLS conducted in December 2012 - February 2013;

Stakeholders	Question	Content
Population from Chisinau capital city	WHY?	

Nevertheless, the reasons for problems persisting and not being solved are mostly the same as those identified by the overall population.

Stakeholders	Question	Content
Population from Chisinau capital city	WHO?	

The state and every citizen are considered to be primarily responsible for ensuring a better life. However, the respondents from the capital emphasize more the role of NGOs and other CSOs and the international community in solving the existing problems.

Stakeholders	Question	Content
Population from Chisinau capital city	WHEN?	

The range of time the change is likely to be achieved in varies from 10 to 25 years in the opinion of residents of the capital. There were also different opinions on the intermediate changes that can be achieved: some small changes even in 1-3 years, others in 3-5 years.

Stakeholders	Question	Content
Population of the Autonomous Territorial Unit (ATU) of Gagauzia	WHAT?	

While most of the people from the ATU Gagauzia referred to the common problems mentioned by the general population, they also discussed several specific aspects:

- Indifference of the central decision-making bodies and particularly their indifference to the population from ATU Gagauzia;
- The unqualified teaching staff in most of the educational institutions that determines the current situation of individuals who are uneducated and lacking in skills;
- Some of the respondents mentioned specific problems in ATU Gagauzia, such as water pollution, waste;
- Political instability that affects the entire country emerged as another topic;
- Gender inequality. While most of the respondents agreed that discrimination of women exists in Moldova, not everybody was ready to give a solution or to insist on its elimination, mentioning the 'traditional society' and the 'long way to go before there is a change';
- Ethnic discrimination.

Stakeholders	Question	Content
Population of the Autonomous Territorial Unit (ATU) of Gagauzia	WHY?	

In their opinion the problems have not been solved because of:

- Economic stagnation; despite the high economic growth in the last decade, people do not feel the positive impact from the growth and explicitly mentioned this factor;
- An ill-informed population;
- A lack of initiative and action from the population;
- Poorly educated society, not only in terms of formal education but mostly in behavioural terms.
- The population of Gaguzia seems to be even more disappointed in the political elite who pointedly ignore ethnic minorities.

Stakeholders	Question	Content
Population of the Autonomous Territorial Unit (ATU) of Gagauzia	WHO?	

Everybody is responsible, including international organizations and the family.

Stakeholders	Question	Content
Population of the Autonomous Territorial Unit (ATU) of Gagauzia	HOW?	

In the opinion of the participants from ATU Gagauzia a change for the better can be achieved by:

- Organizing correct elections, the Gagauz population gave more attention to the election process and how fair is it;
- Organizing wide information campaigns about what is happening in the country so that people become more aware of the problems and more active;
- Promoting human rights; everybody should know his/her rights and should ask for their respect.
- Establishing closer relations with Russia; this is the only population group that mentioned that relations with Russia can solve some of Moldova's problems.

Stakeholders	Question	Content
Population of the Autonomous Territorial Unit (ATU) of Gagauzia	WHEN?	

Five to 15 years depending on the changes: 5 years for solving political issues, 10 years for social and economic issues and 15 years for environmental issues.

Stakeholders	Question	Content
Population from the Transnistrian region	WHAT?	

The population residing in the Transnistrian region was only consulted through the OLS in which 75 respondents participated. The reasons stated by the respondents for population not living well in their community are mainly the same as in the whole country: low income, a lack of jobs, lack of trust in the public administration, corruption and intolerance in society. Another specific reason mentioned by several respondents was the link between the business and the state officials: *"The business is merged with the state. It is necessary to separate the business from the government and politics from intrigue,"* wrote one respondent to the OLS.

In order to live better, future generations will need, in their opinion, decent jobs, a more educated (elevated) society and more highly trained specialists. Among the specific answers, common for these respondents "peace" was mentioned, reflecting the specific issues faced by the population of Transnistria.

Among the groups of population whose situations they wish to improve the most are: children, the youth and the poor.

Stakeholders	Question	Content
Women	WHAT?	

Generally, women provided more negative feedback on their lives compared to men. More than 73% of women participating in the NRS consider they do not live well or live quite badly. The factors that would ensure a better life are quite different from those stated by the male population:

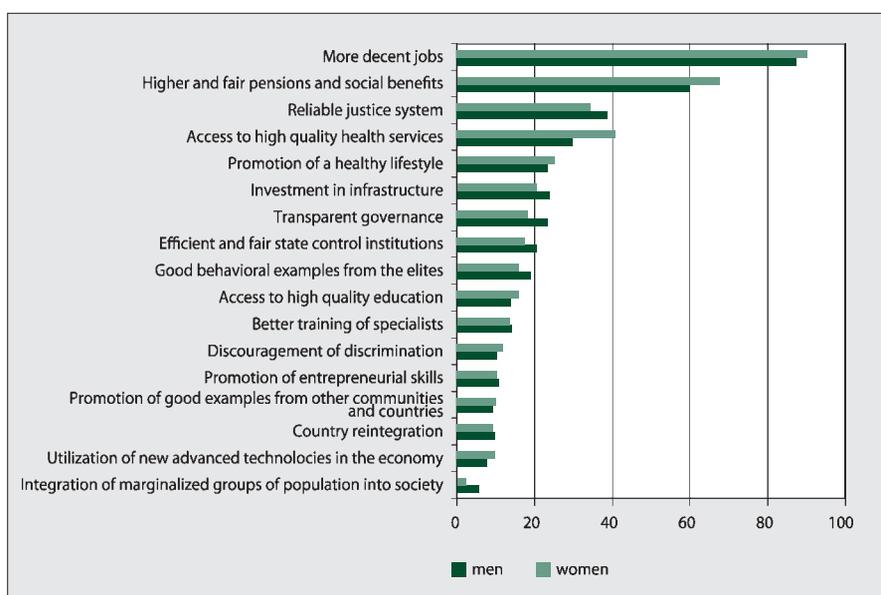
- *Better education.* This is surprising given the fact that women, especially the younger ones, are more highly educated than men. Currently, 32.4% of the female population is over 15 years and has old graduated tertiary or college education, while the share of male population with the same level of education is 24.4%;

- *Better health.* This is also surprising, given the fact the life expectancy for women in Moldova is eight years higher than for men. But this might be explained by higher women’s concern for health that was mentioned more often during the consultation compared to the discussions with men;
- *More active social and cultural life;*
- *A more educated (elevated) society.* Women are more concerned about the level of education of the society as traditionally in Moldova they play a bigger role raising the children and more often face problems related to the negative influence of the uneducated society on their children’s behaviour.
- *Cleaner environment;*
- *Solidarity and mutual help in the society;*

In order for the whole population to live better in Moldova in the long-term, women give more credit than men to following factors: decent jobs (this may be due to their lower participation on the labour market), higher pensions and social benefits, access to high quality education and health services, the promotion of a healthier lifestyle and use of advanced technologies in the economy (Chart 11).

CHART 11. **Frequency of answers to the question “What is necessary for people from Moldova to live better in long-term?” by gender, %**

They seem to be more compassionate than men for several groups of population they consider to be most disadvantaged: children whose parents are abroad, the lonely elderly, families with many children and the unemployed.



Source: NRS conducted in January 2013 by sociological company CBS-AXA;

Stakeholders	Question	Content
Women	WHO?	

In a higher proportion than men, women think public authorities should have the main role in ensuring a better life: 91.4% of women think that the central public authorities should play the main role and 60.9% think local public authorities should have the main role (according to the data from NRS). At the same time, they quote groups such as NGOs more often which are generally given little credit by the wider population as actors that should participate in ensuring a better life for the population.

Stakeholders	Question	Content
Women	WHEN?	

In the discussions with stakeholders groups women seemed to be more pessimistic regarding the time of change with many saying it will take more than 20 years. .

Stakeholders	Question	Content
Men	WHEN?	

35.3% of men consider they live well or quite well, while 63% are more inclined to state they do not or more likely they do live well in NRS. Compared to women, they state more often that in order to live better they need better infrastructure, more confidence in the justice system, and greater opportunities of participating in the decision-making process.

In order for the whole population to live better in the long term, men state more often than women certain aspects such as: good behavioural examples from society's elites, a trustworthy justice system, fair and efficient state institutions, greater investment in infrastructure, more transparent governance (Chart 11). So, while women put more emphasis on social aspects for a better life (education, health), men put slightly more emphasis on the general principles of a democratic state (participation, justice, trust in the respect for the law).

Men cite more often than women rural population and the youth as population groups that are worse off than other groups.

Stakeholders	Question	Content
Men	WHO?	

While the role of the state in ensuring a better life is seen by men as an important one, some other actors prevail compared to the opinion of women such as the business sector, the mass-media, and trade unions.

Stakeholders	Question	Content
Men	WHEN?	

The opinions were very different for the change to happen varying from 1-2 years for some intermediate changes to 50 years for a better life for the whole population.

Stakeholders	Question	Content
Youth	WHAT?	

While the youth is considered to be in many cases a disadvantaged group that has poorer living standards than others, their own assessment of how well they live is the most optimistic, compared to other age groups in the national representative survey. Some 41.7% of the population of 18-29 year olds consider they live well or quite well (compared to 31.6% for the general population) in the NRS. While higher incomes are still the most often quoted factor in order to live better, the incidence of this answer is lower than for any other age group. At the same time, the youth refers more often to better education, more active social and cultural life, a better educated society, a cleaner environment, a higher participation in the decision making process (both in NRS and OLS). This shows that Moldovan society is changing and has the chance to change through its younger generation.

In order for the whole population of Moldova to live better in the long term, the young population considers_ more than other groups_ that it is necessary to promote a healthy lifestyle, ensure access to high quality education and to better train specialists, discourage discrimination, promote entrepreneurship, invest in infrastructure and use new advanced technologies in the economy. In this way, the young population seems to be more aware of the changing global economic trends and the need of Moldova's economy to survive. It also reflects more tolerant attitude of the youth towards some marginalized groups.

Stakeholders	Question	Content
Youth	WHO?	

The youth tends to rely less on the state to ensure a better life for the population. Although they still mention that public authorities have the main role in ensuring a better life, the frequency of this answer is lower compared to other groups. At the same time they mention more often the role of citizens and civil society (NGOs, mass-media and church) in ensuring a better life in the long term.

Stakeholders	Question	Content
Youth	WHEN?	

The most common opinion among the young population is that the changes will occur in 10-15 years in the best case scenario or in 20-25 years.

Stakeholders	Question	Content
Adult population	WHAT?	

The adult population assessment of their overall living is worse than the assessment of the youth, but better than the assessment of elderly. However, the upper cohort of adult population assesses their life worse than any other group of population: in NRS 32.6% of respondents of 30-45 years old state they live well or very well, while only 23.2% of population 46-59 state they live well or very well. In order to live better adult population refer most often to the need for higher incomes, the return home of migrants who are working abroad, a greater feeling of personal security, less corruption in society, confidence that the law is respected and a respect for human rights.

For people to live better in long-term adult population put more emphasis that other age cohorts on the access to high quality health services, good behavioural examples from the elites, trustful justice sector, efficient and fair state control institutions.

The adult population states more frequently several disadvantaged groups that in their opinion live worse than others, namely: women, the youth, persons with disabilities and unemployed persons.

Stakeholders	Question	Content
Adult population	WHO?	

While central public authorities are regarded as the main stakeholder responsible for ensuring a better life for Moldovans, the adult population cite the role of local public authorities, justice officials and business sector more often.

Stakeholders	Question	Content
Adult population	WHEN?	

The opinions are very different from small periods for small changes to some very pessimistic views that the change will never occur.

Stakeholders	Question	Content
Elderly	WHAT?	

The assessment of the population which is older than 59 of their life is quite pessimistic, with only 27.1% stating they live well or quite well and 72.5% stating they do not or more likely not live well in NRS. The main thing they lack in order to live better is a higher income which was stated by 79.9% of respondents. However, some other things are more stringent for the elderly population compared to the younger population in order to live better are: better health (stated by 69.6% of respondents) and higher tolerance in the society (stated by 17.4% of respondents). The same factors prevailed in the OLS for the population above 50 years old.

In order for the population of Moldova to live better in long term, elderly state more often than other groups the need of higher and fair pensions and social benefits and access to high quality health services, problems that affect the most elderly population.

Elderly state more often rural inhabitants and lonely elderly to live worse than other groups.

Stakeholders	Question	Content
Elderly	WHO?	

They mention central local authorities as the main responsible actor for ensuring a better life most often compared to other groups of population (94% of the population above 59).

Stakeholders	Question	Content
Children	WHAT?	

Children were the first group of population to be consulted. They participated actively in the consultations, providing a lot of useful and, in a way, different information. Although some of them were relatively young – the age ranged from 12 to 18 years – most of them were aware of the general problems the Moldovan population faces (economic problems, health, corruption, infrastructure, participation of the population in the decision-making process, territorial conflict). However, they added several more specific aspects that bother them more than the adults. They want Moldova to be different after 2015 and namely a country where:

- Security of the population is ensured and nobody is afraid in this country;
- The society is educated and people help each other. Also they mentioned they do not want alcohol and tobacco to be sold everywhere. This may partly be a reaction to the violent behaviour of parents and others consuming alcohol;
- The educational system advances: the cost of education decreases, the quality of education improves, technical endowment of schools improves, new methods and technologies are used in the educational process;
- Children live with their parent. Many children who participated at the consultations have one or both parents abroad, or they have friends whose parents are abroad. They seem to be the most affected by this phenomenon and feel not only the social consequences as most of the participants do, but also have stronger feelings in this respect;
- The society is tolerant and non-discriminating;
- Human rights are respected, including children' rights. Children say they are often not taken seriously by grown-ups, ignored and are shut out of discussions in the schools: *"Some of us want to contribute to the development of the school and community, but now it is not always possible"*;
- A technologically advanced country. Most of the children know the general patterns of the global economy, an economy where the technological progress is happening and see a future of Moldova only if these technologies are applied in our country too.

Stakeholders	Question	Content
Youth	WHO?	

Among the actors that should solve the problems of the Moldovan society the following are mentioned: children and their parents together, teachers, NGOs, business and international organizations.

Stakeholders	Question	Content
Youth	HOW?	

In order to achieve these goals children consider it is necessary among the other factors mentioned by all groups:

- To attract foreign direct investment;
- Educate a tolerant and cohesive society;
- Modernization of the educational institutions;
- Higher penalties for violation of the legislation;
- Promotion of the volunteering activities. Children were among few groups of population that think that people can volunteer for certain works for their own and their children's benefits. There is only need for promotion of such activities.

Stakeholders	Question	Content
Youth	WHEN?	

The positive change might be achieved in 10-20 years in the opinion of children.

Stakeholders	Question	Content
Disadvantaged children and youth	WHAT?	

Disadvantaged youth and children consider the lack of jobs to be one of the most important problems in Moldova that will not be solved by 2015. This is a severe problem which poses real risks of generating tensions in the society. "Unfortunately the existing jobs are already occupied. Persons at retirement age continue to work, to receive both pension and salary, but young people are unemployed" one participant from disadvantaged youth group said. Other problems mentioned by the disadvantaged children and youth are: poverty, high criminality, poor road infrastructure, limited access to health services. Another problem the youth refers to more than other groups of the population is the limited access to information. In their opinion the population and especially the rural population has insufficient access to information, partly due to low the low penetration of the internet in rural areas. Consequently, this influences the democratic and political process in Moldova: "In the villages people are less informed about what is happening in the country. Therefore, it is easy for politicians to make promises and to lie in order to gain votes and afterwards to forget all the promises."

Among the population groups identified as the most affected by problems which persist in Moldova are the rural population which is employed in agriculture, people under the poverty line and youth and children. They refer to the last group mainly in the context of parents who leave their children when going to work abroad. Some of the children and youth make desperate statements: "Children are left with their grandparents, but you know...it's wacky (kind of strange?) to be with grandparents" was one comment that was heard from a member of the vulnerable youth group.

As for the priorities after 2015, the disadvantaged youth and children mostly mention:

- Economic development and creation of more decent jobs;
- EU integration;
- Educating society respecting basic societal norms;

Stakeholders	Question	Content
Disadvantaged children and youth	WHY?	

Existing problems have not yet been solved due to a low awareness of the general population of what the youth consider to be ongoing problems: "the population thinks primarily about their own personal problems and not about the problems of the society" said one participant. Another reason is the lack of political will because the current situation is very convenient for politicians who can manipulate the population: "For some it is convenient that the population moves abroad because money comes into the country; and the elderly and children remain at home who can be manipulated," one participant declared.

The largest gaps in the welfare of the population stressed by the youth are between rich and poor. They associate poverty with discrimination "If they see from the very beginning, from the kindergarten that you are from a vulnerable poor family, they will always treat you like this, won't support your ideas, even if they are good and even better than your colleagues' ideas," is what a vulnerable young student believes. But they also mention the gap between rural and urban population due to more employment opportunities and better infrastructure in urban areas and men and women due to less employment opportunities for women.

Stakeholders	Question	Content
Disadvantaged children and youth	WHO?	

The youth in this group considers that it is necessary for the whole society to be involved to improve the situation in Moldova. They mention that all individuals should participate more actively and, if it's the case, write more complaints and suggestions to the state institutions pressing them to solve existing problems, everybody should be responsible for ensuring harmony between people. Some different pessimistic opinions were also present and as one young person from the group mentioned everybody nowadays is responsible only for himself: „nobody will do anything for us to live well; we should do it by ourselves."

Disadvantaged youth consider that greater involvement of the citizens, but also the Parliament and mayors is needed in solving current problems. Also, they mention the role of developed countries in solving the problems of the Moldovan population.

Stakeholders	Question	Content
Disadvantaged children and youth	HOW?	

Disadvantaged young people consider that among other common factors mentioned by the population for a change, the following things are needed:

- Promotion of business activity and improvement of the business climate as this is the only way to create jobs;
- Promotion of respect and solidarity in the society;
- Greater involvement of the whole community in solving general problems;

Stakeholders	Question	Content
Disadvantaged children and youth	WHEN?	

Generally, the opinion of youth is that Moldova will achieve a higher level of welfare in 20-25 years. However, some of them expressed their hope that a change might occur earlier – in about 10-15 years - when the population which left Moldova to go abroad returns to Moldova. And this is only possible if jobs are created.

Stakeholders	Question	Content
Women with small income or without jobs and with many children from the rural area	WHAT?	

Women from rural areas say that among the most significant problems faced by the society are:

- Access to health services. *“In emergency cases, you cannot wait for the day the family doctor will arrive in the village ... you risk to get complications or even die if you don't take the necessary pills”* a woman from rural area said;
- An uneducated society that is non-respectful of basic social norms. One reason for this is the high level of migration, leaving their children with insufficient care *„Education starts in the family and continues in kindergarten, school, and society. Many parents are abroad, others do not know how to educate their children, there are not kindergartens in every village, and schools are closing: therefore, we have an uneducated society”*;
- Migration and children left behind. Sometimes parents regret their decision to leave: *„In our family my husband was abroad for five years and we regret it very much. First our boys missed their father, later they got used to that and now their father is not an authority figure for them. This is very difficult”*, said a women from a rural area;
- Domestic violence that is correlated to low incomes. Women in rural areas consider that the main reason for the domestic violence is poverty and the lack of money to cover children's basic needs.

The most disadvantaged groups of population in their opinion seem to be the rural elderly and children. *“Children from rural areas are disadvantaged. Often they work with their parents”* said a woman from rural area. At the same time, other persons consider this a good thing, as the children become more competent and are more prepared for their lives.

In order for the population of Moldova to live better they consider it necessary to develop the agricultural sector, promote participation in the decision-making process, and create the necessary conditions for youth not to leave the country. This includes different incentives, including financial and better social infrastructure.

After 2015 among the most important priorities should be:

- Elimination of corruption. *“Currently in Moldova the one who has the money also has rights. Fairness is at the bottom of the ocean. Money rules the country,”* a woman said;
- Educating the children and entire society to respect basic social norms;
- Create decent jobs for everyone

Stakeholders	Question	Content
Women with small income or without jobs and with many children from the rural area	WHY?	

The problems in the society persist because those who govern the countries have only personal interests and the population puts up with a lot without complaining. people do not demand that politicians keep their promises.

The most significant gaps in wellbeing are between the rural and urban population, primarily because in the urban area there are more education opportunities and jobs. Another gap is identified between women and men. They consider women work more at home and at the same time have fewer opportunities for employment.

Stakeholders	Question	Content
Women with small income or without jobs and with many children from the rural area	WHO?	

The Government should have the primary role in solving the problems, but also citizens. Women also consider EU could be involved in solving these problems.

Stakeholders	Question	Content
Women with small income or without jobs and with many children from the rural area	HOW?	

Women from this group think that every person should try to contribute to a change to better through higher participation and expressing their opinion. They also think that giving birth to more children is important to solve the demographic problem Moldova is facing. Another way to achieve the change is to motivate the youth not to leave the country and put emphasis on the modernization of educational system.

Stakeholders	Question	Content
Women with small income or without jobs and with many children from the rural area	WHEN?	

Women were quite pessimistic about the perspectives for Moldova in long term. While most of them considered Moldovan population will live well in not less than 20 years, some more pessimistic opinions were also expressed. „our generation will never live well in a country without poverty,” one woman said or “maybe in 100 years” said another woman.

Stakeholders	Question	Content
People with disabilities from the rural and urban areas	WHAT?	

While most of the people refer to the lack of jobs in Moldova, persons with disabilities also mention the disadvantages they face on the labour market. Another problem mentioned by them is the difficult access and lack of infrastructure in public places and buildings: “Local and central public authorities should honour their obligations and ensure the access to public places of persons with disabilities. Also, it is necessary to establish a sanction mechanism for non-conformation to the mentioned issue.” mentioned one participant. They also refer to discrimination as a problem that is present in Moldova and most probably will not change until 2015. As for discrimination they mention it not only in their case, but also women discriminated by employers: “because they are considered to have lower management skills” one participant stated. Other problems they referred to are: ecological problems, the depopulation of rural areas, population that continuously leaves the country to work abroad, limited access to information.

They discussed strongly the disadvantages for children who are left behind face today.

In order to improve the situation they see the role of investment and especially foreign investment important and also the implementation of different projects with the support of external community.

After 2015 among the main priorities should be:

- Changing mentalities in the population;
- educating society to respect basic social norms;
- sustainable development that implies business climate and functioning laws.

Stakeholders	Question	Content
People with disabilities from the rural and urban areas	WHY?	

The problems have not yet been solved because authorities do not care and the laws are not functioning.

Stakeholders	Question	Content
People with disabilities from the rural and urban areas	WHO?	

This is the only group of stakeholders that said everybody should be involved in the change, not mentioning particular actors. They also think that Moldova can achieve the change without external support if there is enough will.

Stakeholders	Question	Content
People with disabilities from the rural and urban areas	HOW?	

Higher participation and expressing the opinion using the mass-media, public consultations, promotion of good examples, manifesting the discontent may ensure a change for the better in their opinion.

Stakeholders	Question	Content
People with disabilities from the rural and urban areas	WHEN?	

The changes might be achieved in 10-20 years in their opinion. Only changing mentalities will take longer.

Stakeholders	Question	Content
Farmers and entrepreneurs from the rural area	WHAT?	

Among different problems mentioned by the group are those related to the agricultural sector:

- The lack of outlets for agricultural producers. Most often agricultural producers do not have direct access to food processing enterprises and they sell to the intermediaries;
- Bureaucratic procedures for the certification of products: *"This is a formal procedure with no role, however it takes a lot of time and resources";*
- Unfavourable credit conditions for the agricultural sector: *"Entrepreneurs do not feel any support through credit policies, but rather barriers in their activity";*
- Unfair subsidy policy in agriculture: *"Not every entrepreneur has access to state subsidies. The subsidy mechanism is corrupted and very bureaucratic in Moldova"* agreed the participants to the focus-group;

The most affected groups of population are the entrepreneurs that work a lot with no support from the state.

In order to improve the situation the state should support the youth, to revise the social aid law so that it does not encourage the laziness. After 2015 the main priorities should be the development of infrastructure, especially in the rural areas, fighting corruption, development of the economy and job creation.

Stakeholders	Question	Content
Farmers and entrepreneurs from the rural area	WHY?	

Problems still persist because the laws are not perfect and they do not work and the state institutions, including the justice sector, are not efficient.

There is an increasing gap between the rich and poor population. They say the rich are either those who work a lot or who practice tax evasion. They also discussed more the gaps between men and women. On the one hand *"Women are more responsible and have higher values"* but on the other side they have fewer economic opportunities.

Stakeholders	Question	Content
Farmers and entrepreneurs from the rural area	WHO?	

The state should ensure the implementation of laws while every citizen should be responsible for the change. Also, at least the experience of another developed country should be examined which could be of great help for solving Moldova's problems.

Stakeholders	Question	Content
Farmers and entrepreneurs from the rural area	HOW?	

The most important thing is to develop business in order to create jobs and to promote entrepreneurial skills in their opinion.

Stakeholders	Question	Content
Farmers and entrepreneurs from the rural area	WHEN?	

In 20-25 years.

Stakeholders	Question	Content
Representatives of urban SMEs	WHAT?	

Urban SMEs face different types of problems compared to rural SMEs that operate mostly in agricultural sector. Thus among the problems mentioned by them are:

- The education system. There is no correlation between the education system and the needs of the labour market. While the lack of correlation and the quality of studies was mentioned by more stakeholders, the stress put on this issue by the representatives of urban SMEs was significantly higher;

- High dependency ratio that makes the social budget unsustainable: *“Currently, for every employee there are two beneficiaries of social welfare payments. This will aggravate in short-term as the number of social welfare beneficiaries is constantly increasing, while the population is ageing and the number of employed population decreases.”*
- Unfair competition on the market;
- Poor activity of mass-media at local level. Therefore *“manipulation of the public opinion is a tool to gain votes from uninformed citizens and using these votes for personal interests”.*

In order to solve the problems they mentioned among other factors the need to promote the innovation in the agricultural sector.

Among few different priorities after 2015 mentioned there are:

- Development of agricultural sector;
- Development of tourism and agro-tourism: *“Public authorities should understand that tourism and agro-tourism can contribute significantly to Moldova’s economy. But for their development better road infrastructure is needed as well as better care for historical monuments and natural reservations.”*
- Ensuring a sustainable environment: water, soil, air.

Stakeholders	Question	Content
Representatives of urban SMEs	WHY?	

The problems have not been solved because of low level of professionalism and responsibility of authorities and because of the education system which is not directly connected to the economic reality.

Stakeholders	Question	Content
Representatives of urban SMEs	WHO?	

While the Government and the whole society is responsible for solving problems, they also emphasize the role of professional associations that can encourage the economy to grow and, therefore, to achieve a change for better.

Stakeholders	Question	Content
Representatives of urban SMEs	HOW?	

They consider that voting is the tool for achieving a change in a democratic society.

Stakeholders	Question	Content
Representatives of urban SMEs	WHEN?	

Urban entrepreneurs think that by setting short-term (1-2 years) and medium-term (5-10 years) objectives and proper monitoring some changes might be achieved in shorter period.

The indicators needed to evaluate the progress in the set goals are: migration level, incomes, tourist numbers, the natural growth rate and unemployment.

Stakeholders	Question	Content
Community social workers	WHAT?	

Some specific problems mentioned by the group are: lack of outlets for agricultural producers, general pessimism of the population (the youth is especially pessimistic). In order to improve the situation they

mention the need to increase in the salaries in public sector in order to reduce corruption and increase the quality of life of the employees of the public sector and to improve the law on social aid that still does not reach the most vulnerable.

The most disadvantaged groups of population are pensioners, persons with disabilities, the youth and unemployed with higher education. Their opinion is valuable because they are supposed to work with the most disadvantaged groups of population.

Long term priorities for Moldova should be: promoting the youth and fighting discrimination when they are employed, creating jobs, fighting the informal economy.

Stakeholders	Question	Content
Community social workers	WHY?	

Things do not work in Moldova because its citizens are ignored and their opinion does not count, people do not know their rights and everything is concentrated in the capital city.

There are big and rising gaps between rural and urban populations, but also between Chisinau, the capital and other localities. Women are discriminated against on the labour market but also in the family as Moldovan society is very traditional: *"The man continues to dominate the administration of the household even if the woman earns more money. He is the head of the household. These differences are old, coming from a traditional society"* one person mentioned.

Stakeholders	Question	Content
Community social workers	WHO?	

All citizens should be responsible for the change together with the government. Also, they expect foreign investors should have a higher role in solving the problems.

Stakeholders	Question	Content
Community social workers	HOW?	

One method to achieve the changes is to attract and implement projects financed or co-financed by bilateral and international donors, informing the citizens about their rights and their higher implication in consultation process so they are more difficult to manipulate.

Stakeholders	Question	Content
Community social workers	WHEN?	

The opinions about the time the changes might be achieved are between 10-25 years.

Stakeholders	Question	Content
Family doctors	WHAT?	

Among the specific problems mentioned in this group are: the attitude of the population towards their own health and the lack of responsibility for their lifestyle, tuberculosis (this disease is prevalent among the poor population but they also oppose treatment), undeclared work. In order to improve the current situation they referred to decentralization of the health system and to revision of the mechanism of mandatory health insurance.

The most affected population groups are pensioners, especially those coming from agricultural sector with low pensions, the youth and children who are left behind.

After 2015, the main priorities for the Republic of Moldova should include: fighting informal employment, fighting corruption, fighting poverty.

Stakeholders	Question	Content
Family doctors	WHY?	

The problems have not been solved yet because we have an irresponsible justice system.

In their opinion there are significant gaps between rural and urban inhabitants, rich and poor, women and men, but also based on age: the persons closer to retirement age face more discrimination on the labour market.

Stakeholders	Question	Content
Family doctors	WHO?	

The whole society should be responsible for changes and especially the youth, who can make the changes and need it more than the others. The participants consider Moldova has the capacity to change by itself and does not need external intervention: *"Moldova can solve its problems by its own if it makes use of its human capital"* one participant suggested.

Stakeholders	Question	Content
Family doctors	HOW?	

The change can be achieved through increased involvement of citizens and promotion of reforms.

Stakeholders	Question	Content
Family doctors	WHEN?	

In 40 years, when a new generation grows up.

Stakeholders	Question	Content
Teachers and other representatives of the education sector	WHAT?	

Among the most significant problems faced by the population that are not likely to be solved by 2015 are:

- Migration. This issue is given more emphasis by the teaching staff as they see children left behind and the way migration affects these children every day. *"Parents chose to have a better life financially to the disadvantage of their children: they tend to replace their love and care through money that is irrelevant for their education"* said one teacher;
- Education of society;
- Lack of vision and a very superficial attitude in the whole society;
- Inefficiency of youth policies and irresponsibility of those working in this field;
- Mismatch on the labour market;
- Inefficient social policies. *"Social welfare encourages laziness in the villages. The beneficiaries of social welfare are those who do not want to work, while we ... the budgetary employees pay taxes to support them. This money should be used for education instead"* a teacher said

Some different disadvantaged categories mentioned by them are: unemployed, parents who are abroad and children left behind and people employed in the state sector. Even though the last group is employed, they have low salaries and pay full contributions, and taxes.

In order to improve the situation they mention the need for:

- Development of businesses sector, especially SMEs and agricultural business;
- Rural development policies;
- Higher responsibilities for the parents so that they are made accountable when taking a decision to leave abroad or to involve their children in different types of work.

Some of the priorities for Moldova after 2015 should be:

- Reforming the education system and educating society;
- The return of parents from abroad;
- Better health services.

Stakeholders	Question	Content
Teachers and other representatives of the education sector	WHY?	

In their opinion problems persist because the population is not consulted, especially some groups of the population, high corruption levels and the policies and political decisions in general are not based on a good analysis. Therefore, there money is misspent. *“For example the optimization of school network and namely closing those which were recently renovated. The investments were useless as they were closed in shortly afterwards,”* one teacher said.

Stakeholders	Question	Content
Teachers and other representatives of the education sector	WHO?	

The Government, the youth and the whole society need to do something to achieve the goals. The participants also think that Moldova should not wait for someone to come and solve its problems.

Stakeholders	Question	Content
Teachers and other representatives of the education sector	HOW?	

The change could be achieved through:

- Higher investment and support of agriculture;
- Better education of the next generation;
- Promotion of higher participation of the society.

Stakeholders	Question	Content
Teachers and other representatives of the education sector	WHEN?	

In 20 years. And the indicators that might be used to ensure that we achieved the change are: quality of the specialists, the level of implication of the population in development process, quality of life indicators.

Stakeholders	Question	Content
Representatives of academia from higher education institutions	WHAT?	

Among the specific problems stressed by the academia that are not likely to be solved by 2015 are:

- Demographic problems. While the ageing population and negative natural growth rate represents a challenge for Moldova in the long term, the issue was discussed less during the consultations. The participants in the discussions mentioned the role of migration in demographic situation: *"Unfortunately, young specialists start to think about leaving abroad since they are in the university. Rarely, youth want to stay in the country. Currently, many students learn foreign languages during their studies, this being an indicator of their future plans"* mentioned one participant.
- Maternal and infant mortality that need a more serious approach from the authorities.
- Tuberculosis due to its high incidence in Moldova and costly treatment. *"The treatment is very costly and authorities do not pay enough attention to this phenomenon.... Therefore, without the support of international organizations Moldova cannot overcome this problem,"* said one participant.
- A mismatch on the labour market and the low quality of education. While in the education sector, participants admit the existence of these problems. At the same time they mention that the quality of education also depends on the students' desire to study, however *"the values of the youth have changed. Every year the youth are less interested in studying. Most of them have other interests rather than to study"* one participant said.
- Lack of vision for the country's development;
- Great disillusion in society. *"Today, a person that faces a problem does not rely on the state institutions any longer. He calls the right person and solves the problem. This means corruption and influence trafficking,"* said one participant.

In order to solve these problems, the members of academia mentioned the need for efficient youth policies, rural development, promotion of entrepreneurship, implementation of informational technologies and development of human capital. Moldova lacks other resources rather than human capital, but it is not appreciated and we risk losing it.

Thus, the priorities for after 2015 should primarily include the development of human resources.

Among the main disadvantaged groups of population they mentioned were the youth who cannot find a job.

Stakeholders	Question	Content
Representatives of academia from higher education institutions	WHY?	

Participants consider that the problems have not been solved yet due to the crisis of human capital, the lack of a competent political class, and investment in low value added sectors such as retail trade.

Among the existent and increasing gaps between different groups of population they stated the state officials and the rest of the population. *"A great difference is felt between state officials and civil servants in large cities (Balti, Chisinau, Cahul) and other population groups,"* one participant to the named focus group mentioned.

Stakeholders	Question	Content
Representatives of academia from higher education institutions	WHO?	

In the opinion of academia every citizen should be involved in achieving change. The international donor organizations and EU are also expected to help Moldova in achieving the changes.

Stakeholders	Question	Content
Representatives of academia from higher education institutions	HOW?	

Only through the involvement of each citizen and a responsible attitude towards his work or role in the society can a change for the better be achieved.

Stakeholders	Question	Content
Representatives of academia from higher education institutions	WHEN?	

The representatives of academia believe in a change to happen in 10-15 years, but shorter planning is needed in order to achieve these changes.

Also, the participants were able to identify several ways to inform the population about the progress achieved that is important in any process such as using mass-media, communication campaigns and more frequent public presentations from state officials.

Stakeholders	Question	Content
Representatives of local public authorities	WHAT?	

Among several problems mentioned, specific aspects include:

- Poor infrastructure with a negative impact on the investment climate;
- Inefficient subsidy policy in agricultural sector;
- Impossibility to attract young specialists to rural areas;
- Demographic issues;
- Degradation of the agricultural sector;
- Inefficient collaboration between central and local authorities;
- Domestic violence;
- Social exclusion of persons with disabilities.

In order to improve the situation for the future generations to live better it is necessary to promote agriculture and to help farmers, to fight undeclared work and avoid tax evasion in their opinion.

Among the disadvantaged groups of population mentioned, they stress the youth because they cannot find a job, children because they depend financially on adults, and persons with disabilities because of lack of physical infrastructure and limited opportunities of employment.

Among the mentioned priorities after 2015, some of them were approached less by other groups of stakeholders: change in fiscal policy, decentralization, and integration in EU, water and sewage systems and solving the Transnistrian conflict.

Stakeholders	Question	Content
Representatives of local public authorities	WHY?	

Problems persist due to corruption and a poor management of public resources, the shadow economy, a lack of transparency, a lack of modern technology in agriculture and because the population is passive.

The gap is most visible between rural and urban population. They think that the main barrier in rural development is the lack of young human capital.

Stakeholders	Question	Content
Representatives of local public authorities	WHO?	

They see a greater role of local public authorities, civil society and mass-media for solving the problems. Also, they consider at least some advice and positive experience from other European countries, but also foreign investors and international organizations might help Moldova.

Stakeholders	Question	Content
Representatives of local public authorities	HOW?	

Change can be achieved through partnerships with other countries, fighting alcoholism and idleness and educating the next generation in a more constructive way.

Stakeholders	Question	Content
Representatives of local public authorities	WHEN?	

In about 5 years small changes might be achieved but to lead better lives we need 50 years.

It can be concluded that progress was achieved by monitoring several evolutions: if salaries increase, unemployment decreases, more jobs are created and if the health of the population improves.

Stakeholders	Question	Content
Representatives of CSOs active in water, energy and environment protection areas	WHAT?	

While many other stakeholders mentioned the ecological problems, these were not treated in depth. In the case of participants from CSOs in environment some specific issues and problems were identified:

- Poor waste management and lack of sanitation systems. Though formally discussed by the government there were no real solutions for these problems;
- Access to water, especially in rural areas and the poor quality of the water and poor management of water resources. One of the representatives of civil society in environmental area said: „It is well known that water is a basic right, but paradoxically no attention is given to the quality and rational utilization of water in Moldova“;
- Access to sewage systems. The lack of sewage systems means a lot of waste is thrown directly into rivers, lakes or the ground. ;
- Demographic problems determined by the negative growth rate and migration;
- Low awareness of the population regarding environmental issues;
- Deficient resource management in the country;
- Lack of good role models in society: *“When state officials behave in an uneducated way, how can we expect better behaviour from society?”*
- Lack of social cohesion;
- Lack of vision for the country’s development;

- The energy security is not ensured. This is an economic, environmental and waste management problem. *"We should focus more on diversification of energy sources. Moldova has certain reserves and can ensure about 4% of the energy resources for the country"* one participant said.

In order to improve the situation several things need to be improved: the quality of education, the fight against corruption and intolerance, support for the business sector, adopting a new policy for the creation of human capital and adopting a vision for the country development.

In their opinion, priorities after 2015 should include:

- Fighting corruption;
- Fighting poverty;
- Good governance and reform of the justice system;
- Good health of the population;
- Supporting the business sector;
- Human capital development;
- The quality of the environment. *"The MDG 7 on ensuring a sustainable development was not achieved. Therefore, I propose maintaining it for the post-2015 period too,"* stated one participant..

Stakeholders	Question	Content
Representatives of CSOs active in water, energy and environment protection areas	WHY?	

PBad governance is the main reason for all unresolved problems: *"As long as we have a weak government we will not be able to solve these problems. Government officials (members) are self-interested and do not care about society's problems."*

They consider that there are gaps not only between the rich and the poor, but also among the middle class: *"In Moldova the middle class is the minority, while in the West it is the most important segment of the population. The rich are those who have access to resources and their administration."* They also see a large gap between men and women: *"This is obvious, considering how few women are in the Government"*.

Stakeholders	Question	Content
Representatives of CSOs active in water, energy and environment protection areas	WHO?	

They see a greater role of the civil society and business sector in solving problems, but also external groups such as international organizations and the diaspora.

Stakeholders	Question	Content
Representatives of CSOs active in water, energy and environment protection areas	HOW?	

The best way to achieve change is involvement, a higher accountability of every citizen, intolerance of bad behaviour at any level, and volunteer work.

Stakeholders	Question	Content
Representatives of CSOs active in water, energy and environment protection areas	WHEN?	

Different opinions ranging from 5 to 30 years. We can see what we achieved by using statistical data and social surveys.

Stakeholders	Question	Content
Representatives of CSOs representing people with HIV/AIDS and TB, CSOs specialized in early intervention and other CSOs active in the health protection field.	WHAT?	

Among some specific problems mentioned by the group are:

- The poor quality health services. But also some types of diseases which have spread due to a low level of information and awareness of the population regarding their prevention;
- A lack of social cohesion and mutual help. Due to financial issues this is a serious problem;
- Lifestyle risk factors (alcohol abuse, smoking, illegal drugs);
- Ecological problems. *“Currently, if you look at the education level of the parents and youth you cannot expect children to be educated about health issues and the environment as they do not have any positive behavioural examples”* one participant declared;
- A lack of strategic vision of the population;
- The social exclusion of persons with disabilities and children who are left behind in Moldova.

In order to improve the situation they cite the accountability of every citizen, better governance and a proper monitoring of the governing authorities by civil society.

Among the most affected groups they mentioned persons who are infected with HIV/AIDS and TBC because of the cost of treatment and discrimination and farmers because they are very vulnerable to the climatic conditions.

Some of the priorities after 2015 should be:

- Improving the quality of education;
- Good governance;
- Policies to promote youth;
- Monitoring the implementation of government programmes and strategies;
- A higher level of participation of every citizen: *“if the population is more active and involved in monitoring the government at every stage, then it will be more careful and more transparent,”* one participant suggested.

Stakeholders	Question	Content
Representatives of CSOs representing people with HIV/AIDS and TB, CSOs specialized in early intervention and other CSOs active in the health protection field.	WHY?	

The problems have not been solved yet because the population is not used to the current realities, many are still used to the planned economy, not a democratic society. Also our country does not have

the necessary resources. However, they mentioned human capital as the sole remaining resource: "Moldova does not have natural resources, but it has human capital. Unfortunately, the human capital is not appreciated and we risk to lose it to foreign countries." said one participant.

The most marked differences are between the rural and urban populations: "Only 20 km (11 miles) from Chisinau and you are in another century: no water, no sewage system, no infrastructure at all and no services for the population," said one participant. They also mentioned the gap between men and women on the labour market and in the family due to stereotypes in Moldovan society.

Stakeholders	Question	Content
Representatives of CSOs representing people with HIV/AIDS and TB, CSOs specialized in early intervention and other CSOs active in the health protection field.	WHO?	

Central and local public authorities should solve problems, but each citizen and affected groups of the population should also be involved in bringing about change.

Stakeholders	Question	Content
Representatives of CSOs representing people with HIV/AIDS and TB, CSOs specialized in early intervention and other CSOs active in the health protection field.	HOW?	

The participation and accountability of each citizen was given a high importance in solving the problems.

Stakeholders	Question	Content
Representatives of CSOs representing people with HIV/AIDS and TB, CSOs specialized in early intervention and other CSOs active in the health protection field.	WHEN?	

5-15 years but with small improvements possible even in 3-5 years.

Stakeholders	Question	Content
Representatives of CSOs representing the LGBT group	WHAT?	

Among the problems not likely to be solved soon in Moldova are:

- Poverty because it generates other problems: "If you are poor this means you are ill and less educated,"
- The migration of youth in particular;
- Gender inequality in the policies and in practice;
- Discrimination;
- Ethnic conflicts and the Transnistrian conflict;
- Maternal and infant mortality;
- The suicide rate.

In order for future generations to live better they mention: reforming the education system and changing the curricula, diversifying energy resources; developing social assistance services.

Among the most affected categories of the population are HIV infected persons, people who are older than 45-50 and have less chance of being employed, the Roma population, and sexual minorities.

Among the priorities for Moldova after 2015 they stressed:

- Ensuring human rights are respected;
- Promoting a sustainable environment.

Stakeholders	Question	Content
Representatives of CSOs representing the LGBT group	WHY?	

Participants consider that the above-mentioned problems have not been solved because there is no political will and because of people's mentalities: *"the mentality is Soviet and everybody expects someone else to do something for him/her"* one participant said.

Differences are not increasing only between the rural and urban population but also between Chisinau residents and the rest of the population.

Stakeholders	Question	Content
Representatives of CSOs representing the LGBT group	WHO?	

Everybody and especially the youth and diaspora should be involved in solving problems. From outside the country, they think the EU and UN should get involved in solving the problems faced by Moldovans.

Stakeholders	Question	Content
Representatives of CSOs representing the LGBT group	HOW?	

Through higher intolerance for corruption and other negative phenomena.

Stakeholders	Question	Content
Representatives of CSOs representing the LGBT group	WHEN?	

The change might be achieved in 15-20 years.

They also named some indicators to be used for measuring the achievements: the number of cases Moldova lost at ECtHR, the number of cases in justice, employment and unemployment rate, the number of women at administration level, new investment in the economy, and improvement of infrastructure at local level.

Stakeholders	Question	Content
Representatives of CSOs representing and protecting people with disabilities	WHAT?	

Among the problems mentioned and emphasized are:

- Poverty which explains other problems such as low education and poor health;

- Demographic problem, which is considered not to be given the necessary attention by the government;
- Governance: *“This is a game of governance, not governance per-se. We, the civil society representatives try to promote change in Moldova, but we achieved only small changes and our expectations are higher, we want changes at a macro level”.*
- The values of society which have been destroyed. *“A teacher in the village was respected; he was a model for the whole village. Nowadays, a teacher is not associated with knowledge anymore, but with money and other material values,”* one participant stated.

Priorities after 2015 should include:

- Youth policies;
- Demographic problems;
- Social inclusion of people with disabilities;.

Stakeholders	Question	Content
Representatives of CSOs representing and protecting people with disabilities	WHY?	

The problems have not been solved because there are no mechanisms of efficient management of resources and there is no continuity in state policies.

They mention gaps between the welfare of the population depending on the level of education..

Stakeholders	Question	Content
Representatives of CSOs representing and protecting people with disabilities	WHO?	

Everybody should be involved in order to solve the problems, but other countries can serve as examples for Moldova in their opinion.

Stakeholders	Question	Content
Representatives of CSOs representing and protecting people with disabilities	HOW?	

The way to change the situation is to promote innovation and innovative initiatives.

Stakeholders	Question	Content
Representatives of CSOs representing and protecting people with disabilities	WHEN?	

The changes might be achieved in 10-20 years, while smaller changes in 3-5 years.

In order to evaluate progress there is a need for frequent publication and presentation of progress reports by the Government.

Stakeholders	Question	Content
Migrants	WHAT?	

The migrants have a slightly different view on the problems Moldova faces. Even though some problems are the same as for the others, they may look at them differently:

- Certainly, among the most important problems mentioned is lack of jobs, especially officially declared jobs.
- Low incomes: *“When you do not have enough income you should choose between disputes in the family, sick children, poverty or going abroad. Do you think we are happy to be abroad? We are foreigners everywhere. We have an intelligent population and we don’t deserve this kind of life,”* said one woman.
- They emphasize the health system problems: high costs and corruption in the system: *“Why do people go abroad? Because they have better salaries and access to free health services”* one migrant said.
- Education. While sending money to their children for education, some parents acknowledge that the quality of education is very bad and the students do not graduate as good specialists. They also mention some specific aspect as plagiarism that is almost not perceived as a problem in Moldova.
- Recycling. While almost no one else mentioned this problem, migrants have seen it abroad and consider it necessary to be implemented in Moldova. They mention about the diseases that can spread due to non-recycling.
- A lack of a sewage system *“It is missing almost totally in rural areas, but this is more important than access to gas,”* one migrant said.

In order to improve the situation it is necessary for the population to return to the country which is only possible if there are more decent jobs. They also mention the freedom of speech as an important factor.

While they are abroad they see the children among the most disadvantaged groups of population because they grow up without their parents.

As for the priorities after 2015, they add: the development of ecological agriculture and the creation of a favourable business climate.

Stakeholders	Question	Content
Migrants	WHY?	

All the problems persist because politicians do not care. But also people became lazier. While in the planned economy the state was providing many services, some people still expect the state to provide for them. *“But in the market economy the principle is “make it on your own”.* Migration is also a cause for many problems, but it is a response to a lack of jobs.

Stakeholders	Question	Content
Migrants	WHO?	

Every citizen and especially the youth should be involved in solving the problems. They also mention the family as an important stakeholder: *“In the family the person is educated and properly raised up”* said one participant. They referred to developed countries as potential actors that might be involved in solving Moldovan problems.

Stakeholders	Question	Content
Migrants	HOW?	

The change might be achieved by:

- Ensuring the freedom of speech and people are not afraid to speak about existing problems;
- Promoting only competent people in public jobs;
- Investing in prevention not only in the treatment of the problems;
- Prevention of infant mortality;
- Fighting violence against children;
- Applying all the rules of a democratic state.

Stakeholders	Question	Content
Migrants	WHEN?	

In 5 years (education, infrastructure, business environment) -15 years (corruption, changing mentalities, a new generation to more complex issues). The indicators that should be used are quality of life and satisfaction for life.

Stakeholders	Question	Content
Gender equality advocates, women's organizations, representatives of CSOs	WHAT?	

Among specific problems mentioned by this group were:

- Gender inequality;
- Inequitable social protection system;
- The shadow economy;
- Stereotypes;
- Domestic violence;
- Weak ecological education;
- Discrimination;
- Lack of services for young children, those under 3 years old;
- A poor image of the country.

The main priorities after 2015 should include:

- The promotion of human rights;
- EU integration;
- Development of civil society.

Stakeholders	Question	Content
Gender equality advocates, women's organizations, representatives of CSOs	WHY?	

In the opinion of the participants the problems have not been solved yet because of: an inefficient education system, a lack of human-rights based approach in the state policies and gender imbalance in the decision-making process.

Stakeholders	Question	Content
Gender equality advocates, women's organizations, representatives of CSOs	WHO?	

Civil society and international organizations should have a higher role in solving the problems.

Stakeholders	Question	Content
Representatives of CSOs representing and protecting people with disabilities	WHEN?	

The changes might be achieved in 10-20 years, while smaller changes in 3-5 years.

In order to evaluate progress there is a need for frequent publication and presentation of progress reports by the Government.

Stakeholders	Question	Content
Representatives of line-ministries, public services, trade unions, employers' associations	WHAT?	

The participants in the discussions identified a large list of problems, some of them more specific such as: undeclared work, the mismatch of education with the labour market, inefficient migration management, demographic problems, poor social service standards, gender inequality and unfair competition on the market.

Stakeholders	Question	Content
Representatives of line-ministries, public services, trade unions, employers' associations	WHY?	

The causes mentioned for the problems which remain unsolved are: external influences and especially repercussions of the global economic crisis, undeveloped civil society, lack of investment in the economy, low labour productivity, indifference of the population, a paternalistic society.

Stakeholders	Question	Content
Representatives of line-ministries, public services, trade unions, employers' associations	WHO?	

They stress more the role of business, academia, civil society and international organizations in ensuring changes for achieving a better life.

Stakeholders	Question	Content
Representatives of line-ministries, public services, trade unions, employers' associations	HOW?	

In order to achieve the changes they say:

- The problems should be prioritized, which has not been a usual practice for Moldova during the transition period;

- The energy market should be de-monopolized, because this negatively influences the path of the country;
- Strengthening civil society, which should be a promoter of change.

Stakeholders	Question	Content
Representatives of line-ministries, public services, trade unions, employers' associations	WHEN?	

The progress may be assessed through several indicators: the poverty rate, the employment/unemployment rate, GDP per capita growth, deprivation index, wage growth, life expectancy, investment, trade deficit, labour productivity, share of informal economy in GDP.

Stakeholders	Question	Content
Roma population	WHAT?	

The Roma population was asked to mention the problems they face in their community, not general problems faced by Moldovan population. They mentioned several issues including:

- Discrimination;
- A lack of jobs;
- Climate-related problems, particularly droughts;

Among the priorities which were mentioned as being relevant for Moldova after 2015 were:

- The Roma population should also be considered by the authorities and should not be discriminated against;
- Supporting the elderly who are very poor;
- Access to health services;
- Developing agriculture;
- Demographic problems;
- Supporting the youth.

Stakeholders	Question	Content
Roma population	WHY?	

The problems faced by the Roma population derive from the fact that local and central authorities are indifferent to them and because they are not educated.

Stakeholders	Question	Content
Roma population	WHO?	

They think local authorities, but also richer people from their community should be involved in solving the problems.

Stakeholders	Question	Content
Roma population	HOW?	

In order to achieve a change there is a need to promote tolerance and cohesion and to enhance the communication between LPAs and the Roma population.

Stakeholders	Question	Content
UNDP Moldova staff	WHAT?	

The consultations with UNDP staff provide in a way summary of the whole consultation process, as they resulted in the statement of the opinion of almost each stakeholder group in the consultation. Several problems mentioned and discussed by the UNDP staff, but given less attention in the previous consultations are:

- The Transnistrian situation;
- High dependence on energy sources and poor diversification of energy resources;
- Poor environmental protection;
- Unsafe business environment;
- Gender inequality;
- Domestic violence;
- Discrimination of minorities;
- Low quality of public services;
- Local underdevelopment.

Stakeholders	Question	Content
UNDP Moldova staff	WHY?	

According to the UNDP staff, among the main reasons that the identified problems remain unsolved are: political instability, low food security, insufficient investment, lack of a civic education and engagement, an outdated mindset, a lack of unity and vision, impunity.

Stakeholders	Question	Content
UNDP Moldova staff	WHO?	

Some actors that should play a greater role in solving the problems of the community, ensure a better life and promote change are: justice, the business community, mass-media, experts and academia.

Stakeholders	Question	Content
UNDP Moldova staff	HOW?	

In order to achieve change some new ideas were promoted:

- Harmonization of regulatory framework with international standards and EU practices;
- Better monitoring of the use of public funds;
- Reforms in the justice sector;
- Improving external collaboration;
- Socially and politically active population;
- Increasing the capacities of LPA;
- Human rights based approach;
- Modernization of the economy;
- Rational use of resources.

Stakeholders	Question	Content
UNDP Moldova staff	WHEN?	

For a better outcome the results of the consultations should be distributed and discussed further, according to the UNDP staff.

CONSULTATION DOCUMENTATION

Trustful, participatory, equal opportunities, democratic participation, governance, better education system, objective teachers, new decent jobs, better incomes, practical learning, decent living, sustainable development, innovation, knowl-



CONSULTATION DOCUMENTATION		
Stakeholders	Documentation	Validation Method
General population	<ol style="list-style-type: none"> 1. SPSS database for the National Representative Survey (NRS) conducted by the sociological company CBS AXA in January 2013; 2. Aggregated tables with the results of the NRS disaggregated by 6 criteria: gender, age, education, language spoken, socio-economic status and area of residence; 3. Raw database (excel file) with the answers to the online survey (OLS) conducted in the period of 11December 2012 – 20 February 2013 on www.un.md/2015 and www.worldwewant2015.org/Moldova2015 web-pages. 	<p>The consultations were effected in a participative, inclusive, open and transparent manner, giving the opportunity for instant feedback and exchange of views among participants.</p> <p>Each on-the-ground consultation ended with a 5-10 minute summary of the results where the participants reviewed their views on the “The Future Moldova Wants” and agreed to the issues to be included in the consultation documentation.</p>
Disadvantaged children and youth	<ol style="list-style-type: none"> 1. Report on the regional focus group with disadvantaged children and youth, organized in Cahul town (Southern Moldova) on 12 December 2012; 2. List of participants in the focus groups; 3. Photos of the focus group; 4. Unedited audio recording form the focus group. 	<p>Some of the findings of the surveys and on-the-ground consultations were placed on Facebook page to collect additional comments and opinion regarding some special issues emerged during the consultations.</p>
Women with small income or without jobs and with many children from the rural area	<ol style="list-style-type: none"> 1. Report on regional focus group with women with small income or without jobs and with many children from the rural area, organized in Negresti village, Straseni rayon (Central Moldova) on 13 December 2012; 2. List of participants in the focus groups; 3. Photos of the focus group; 4. Unedited audio recording form the focus group. 	
People with disabilities from rural and urban areas	<ol style="list-style-type: none"> 1. Report on the focus group with people with disabilities from the rural and urban areas, organized in Chisinau on 14 December 2012; 2. List of participants in the focus groups; 3. Photos of the focus group; 4. Unedited audio recording form the focus group. 	
Farmers and entrepreneurs from rural areas	<ol style="list-style-type: none"> 1. Report on the focus group on small business and economic development with farmers and entrepreneurs from the rural area, organized in Leova town (Southern Moldova) 19 December 2012; 2. List of participants in the focus groups; 3. Photos of the focus group; 4. Unedited audio recording form the focus group. 	
Community social workers	<ol style="list-style-type: none"> 1. Report on the focus group with community social workers, organized in Soroca town (Northern Moldova) on 20 December 2012; 2. List of participants in the focus groups; 3. Photos of the focus group; 4. Unedited audio recording form the focus group. 	

Stakeholders	Documentation	Validation Method
Family doctors	<ol style="list-style-type: none"> 1. Report on the focus group with family doctors, organized in Singerei town (Northern Moldova) on 21 December 2012; 2. List of participants in the focus groups; 3. Photos of the focus group; 4. Unedited audio recording form the focus group. 	
Teachers and other representatives of the education sector	<ol style="list-style-type: none"> 1. Report on the focus group with teachers and other representatives of the education sector, organized in Hincesti town (Central Moldova) on 3 January 2013; 2. List of participants in the focus groups; 3. Photos of the focus group; 4. Unedited audio recording form the focus group. 	
Representatives of local public authorities.	<ol style="list-style-type: none"> 1. Report on the focus group with representatives of local public authorities (mayors and local councillors), organized in Ungheni town (Central Moldova) on 4 January 2013; 2. List of participants in the focus groups; 3. Photos of the focus group; 4. Unedited audio recording from the focus group. 	
Representatives of CSOs active in water, energy and environment protection areas	<ol style="list-style-type: none"> 1. Report on the focus group with representatives of CSOs active in water, energy and environment protection areas, organized in Chisinau on 16 January 2013; 2. List of participants in the focus groups; 3. Photos of the focus group; 4. Unedited audio recording form the focus group. 	
Representatives of CSOs representing people with HIV/AIDS and TB, CSOs specialized in early intervention and other CSOs active in the health protection field	<ol style="list-style-type: none"> 1. Report on the focus group with representatives of CSOs representing people with HIV/AIDS and TB, CSOs specialized in early intervention and other CSOs active in the health protection field, organized in Chisinau on 17 January 2013; 2. List of participants in the focus groups; 3. Photos of the focus group; 4. Unedited audio recording form the focus group. 	
Representatives of CSOs representing the LGBT group	<ol style="list-style-type: none"> 1. Report on the focus group with representatives of CSOs representing the LGBT group, organized in Chisinau on 17 January Chisinau; 2. List of participants in the focus groups; 3. Unedited audio recording form the focus group. 	
Representatives of CSOs representing and protecting people with disabilities	<ol style="list-style-type: none"> 1. Report on the focus group with representatives of CSOs representing and protecting people with disabilities, organized in Chisinau on 18 January 2013; 2. List of participants in the focus groups; 3. Photos of the focus group; 4. Unedited audio recording form the focus group. 	

Stakeholders	Documentation	Validation Method
Representatives of urban SMEs	<ol style="list-style-type: none"> 1. Report on the focus group with representatives of urban SMEs organized in Chisinau on 26 January 2013; 2. List of participants in the focus groups; 3. Photos of the focus group; 4. Unedited audio recording form the focus group. 	
Migrants	<ol style="list-style-type: none"> 1. Report on the focus group with migrants organized in Molesti village, Ialoveni rayon (Central Moldova) on 3 February 2013; 2. List of participants in the focus groups; 3. Photos of the focus group; 4. Unedited audio recording form the focus group. 	
Representatives of academia	<ol style="list-style-type: none"> 1. Report on the focus group with representatives of academia from higher education institutions organized in Chisinau on 22 February 2013; 2. List of participants in the focus groups; 3. Photos of the focus group; 4. Unedited audio recording form the focus group. 	
Children	<ol style="list-style-type: none"> 1. Report on the consultations at the Youth Forum organized by UNICEF on 20 November 2012; 2. Photos of the consultations. 	
Representatives of local public administration and public services providers	<ol style="list-style-type: none"> 1. Report on the consultations at the Retreat of representatives of Joint Information and Services Bureaux of five rayons (districts) of Moldova organized by the UN Women on 30 November 2012; 2. Photos of the consultations. 	
Gender equality advocates, women's organizations, representatives of CSOs	<ol style="list-style-type: none"> 1. Report on the consultations following the initiation meeting with the Civil Society Advisory Board organized by the UN Women on 3 December 2012; 2. Photos of the consultations. 	
Population of the Autonomous Territorial Unit of Gagauzia	<ol style="list-style-type: none"> 1. Report on the consultations within the framework of the Public Debate on 'Preventing and fighting violence against women' organized by the UN Women in Comrat town 6 December 2012; 2. Photos of the consultations. 	
Representatives of line-ministries, public services, trade unions, employers' associations	<ol style="list-style-type: none"> 1. Report on the consultations on the sideline of the Tripartite National Consultations on the Development Agenda Post-2015 organized by the ILO in Moldova 18 December 2012; 2. Photos of the consultations. 	
Moldovan migrants in Portugal	<ol style="list-style-type: none"> 1. Report on the consultations with migrants within the pilot project "Integration of Migration in Development Agenda", organized in Lisbon, Portugal on 19 January 2013; 	

Stakeholders	Documentation	Validation Method
<i>Moldovan migrants in Italy</i>	1. Report on the consultations with migrants within the pilot project "Integration of Migration in Development Agenda", organized in Brescia, Italy on 20 January 2013;	
<i>UNDP Moldova staff</i>	1. Report on the consultations at the UNDP Moldova retreat organized in Iasi, Romania on 31 January 2013. 2. Photos of the consultations.	
<i>Roma population</i>	1. Seven questionnaires submitted by Roma respondents, a survey conducted as part of mapping of the communities densely populated by Roma, nested in the Roma PTF project implemented by UNDP Moldova on 10-12 December 2012.	
<i>Representatives of line ministries, LPAs, employers' association, trade unions, business sector and CSOs.</i>	1. Report on the panel discussions results within the national validation workshop organized in Chisinau on 21 March 2013 2. List of participants in the national validation workshop; 3. Photos of the national validation workshop	All the consultation results were discussed in a participative and inclusive manner within a National Workshop organized in the final stage of the national consultations process, giving once again the opportunity to raise suggestions and views on the consultation results and potential recommendations on how to build on the current consultation results in the future. This has ensured that most of the key national stakeholders in the process have a generally agreed and shared view on the 'Future that Moldova Wants'

All documents can be downloaded (by 3 May 2013) at the following links:

- Data from national representative survey and online survey- <http://www.sendspace.com/file/7a1wyi>
- Reports on the on-the-ground consultations - <http://www.sendspace.com/file/tt7cv0>
- List of participants - <http://www.sendspace.com/file/fooy3n>
- Audio records - <http://www.sendspace.com/file/z73zpc>
- Documents from the National Validation Workshop - <http://www.sendspace.com/file/xwllcv>
- Photos: Part 1: <http://www.sendspace.com/file/ndi4ja>
Part 2: <http://www.sendspace.com/file/ah6tjl>
Part 3: <http://www.sendspace.com/file/m7m18m>

KEY MESSAGES FROM THE CONSULATIONS

Trust, opportunities, participation, governance, better education system, objective teachers, new decent jobs, better incomes, practical learning, decent living, sustainable development, innovation, knowledge, better future, next generation,



KEY MESSAGES FROM THE CONSULTATIONS

With over 7,000 Moldovan citizens taking part in the national post-2015 consultations, the UN in Moldova has been able to support a truly participatory and inclusive process. Indeed, we managed to create the space for those who are too often marginalized or under-represented to participate in the consultations. Thus, the principal goal was achieved: namely, contributing to building a shared global vision on 'The Future We Want' and helping to amplify the voice of the poor and other marginalized groups. As a result, this report seeks to offer an accurate and realistic picture of the current concerns and future aspirations of a wide range of groups, such as people with disabilities, unemployed women, Roma people or the youth, with the aim of informing both the global and local discussions about the post-2015 future. However, the resulting report also serves as an important reality check, showing how much remains to be done in the ongoing efforts to deliver sustainable development for all.

From the consultations, a series of common themes emerged irrespective of the group of stakeholder involved in the discussion. Low incomes and social benefits, poverty and a lack of decent jobs represent a recurrent theme emerging from the national opinion poll, the on-the-ground consultations as well as the on-line survey that was conducted on the post-2015 agenda. Another major theme reflects peoples' concerns with the low level of access to, and quality of basic services such as education and health, but also to basic infrastructure such as water and sanitation. The quality of governance emerged as a third critical concern expressed by many groups, who want less corruption, more trust in the judicial system and a greater respect for human rights. Various aspects related to migration underline the twofold development effects which this phenomenon has on society: labour remittances remain an important driver which prop up consumption and reduce poverty. At the same time, the consultations shed light on the increasing strain that migration is placing on the fabric of communities and families, on children who are left behind, as well as on the labour needs for economic development. No less important, the participants outlined their need for a cleaner environment as one of the key issues for the present and in the future. Ultimately, many concerns highlight perceived inequalities and show how these inequalities can provoke feelings of social exclusion, social fragmentation and a lack of trust in the fairness of the broader societal outcomes. This might be among the most worrisome concerns.

The consultation also highlighted the major aspirations of the various groups who participated. The outcomes emphasize the desire of Moldovans to live in a country which is free from poverty and corruption, with an attractive business climate and a trustworthy justice system, a society united by purpose and founded on mutual respect, and with universal access to high-quality education and health services. Many participants see the return of migrants as an important factor to make these aspirations a reality.

However, with all the commonality of the concerns and needs expressed across the diverse groups of participants, there are certain variations in the intensity with which concerns and aspirations are expressed as well as some particularities in the case of certain stakeholders.

For instance, there are striking differences in how participants from rural and urban communities view the aforementioned concerns and with differing levels of intensity. While rural residents are more concerned with low incomes, strained family ties, poor health services, water pollution and infrastructure, urban inhabitants put more emphasis on issues such as a better education, a more tolerant and cohesive society, personal security, participation in decision-making processes, a trustworthy justice system and respect for human rights. These differences illustrate the core of the urban-rural divide and highlight the key development challenges that the country needs to address to bridge this gap. The urban-rural divide can be readily corroborated with statistical data showing how much more exposed to multiple deprivations rural inhabitants of Moldova are compared to the urban population. Overall, these differences in perception appear as the major and most clear-cut one and as such might be considered as a background theme for the consultation results.

Gender also plays a role in affecting the intensity of participants' concerns and aspirations. Women put a stronger emphasis on the need for better education and health services, for a richer social and cultural life, and for a cleaner environment. Men stress more clearly better infrastructure, trust in the law and participation in decision-making as their key needs.

KEY MESSAGES FROM THE CONSULTATIONS

Some differences in the perceived concerns and aspirations depend on the age of the participants. For instance, while elderly participants emphasize their concerns about low incomes, poor health and the need for higher tolerance in society, the youth appear less concerned about their income, and focus more on the need for better education, a richer social and cultural life, a cleaner environment and participation in decision-making.

Intriguingly, there are also variations in perceptions about who should be the main drivers for change. Participants from the rural areas and those who are older see the responsibility primarily residing with authorities, both at a national and local level. Urban dwellers and men appear to expect the business community, political parties, the mass media and trade unions to act as promoters of change. At the same time, younger participants hope that civil society, the mass media and the church become actors for change, while women are more likely to express the expectation that public authorities and civil society organizations play a key role in fulfilling society's post-2015 aspirations.

Ultimately, the major concerns and aspirations expressed by participants in the consultations bear a similarity with those many countries in the region are facing; and, despite strong progress in recent years, they eloquently show why the 2000 United Nations Millennium Declaration and the Millennium Development Goals are very relevant for Moldova's present and future. Indeed, themes such as fighting poverty and ensuring access to basic services for all are at the heart of the Declaration and are major blocks in the Millennium Development Goals framework. Nonetheless, these consultations also demonstrate the critical importance of cross-cutting concerns and aspirations related to good governance and human rights which feature prominently in the Millennium Declaration and underlie all the Millennium Development Goals. Furthermore, the consultations underline the qualitative aspects, and not merely access-related ones, of many development challenges, with education being one among many other topics illustrating this point. These outcomes also remind us that many emerging concerns and aspirations are intimately linked to each other; and thus to allay the former and achieve the latter will require holistic "non-silo" approaches which recognize that progress in one "sector" requires informed action in another. Only with cross-cutting strategies and actions that deliver integrated solutions can the current multi-sectoral challenges be met.

INFOGRAPHICS



Overall, do you consider you live well?

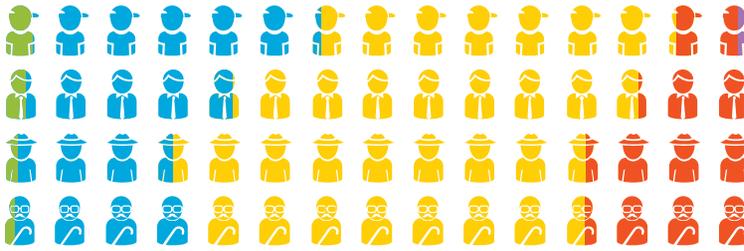
Gender



47.4% somewhat disagree

53.3% somewhat disagree

Age



45.2% somewhat disagree

51.9% somewhat disagree

54.7% somewhat disagree

51.1% somewhat disagree

Education



50.4% somewhat disagree

53.7% somewhat disagree

54.7% somewhat disagree

45.9% somewhat disagree

Income level



51.5% somewhat disagree

56.9% somewhat disagree

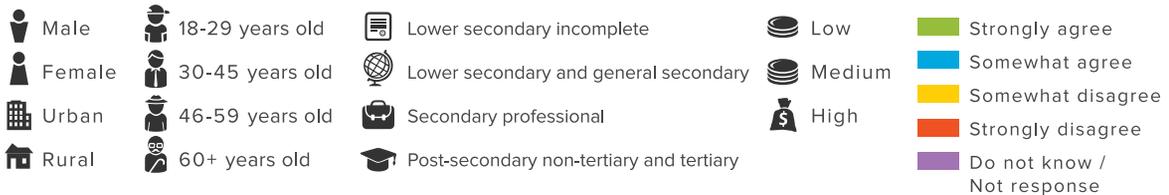
43.7% somewhat disagree

Residence area



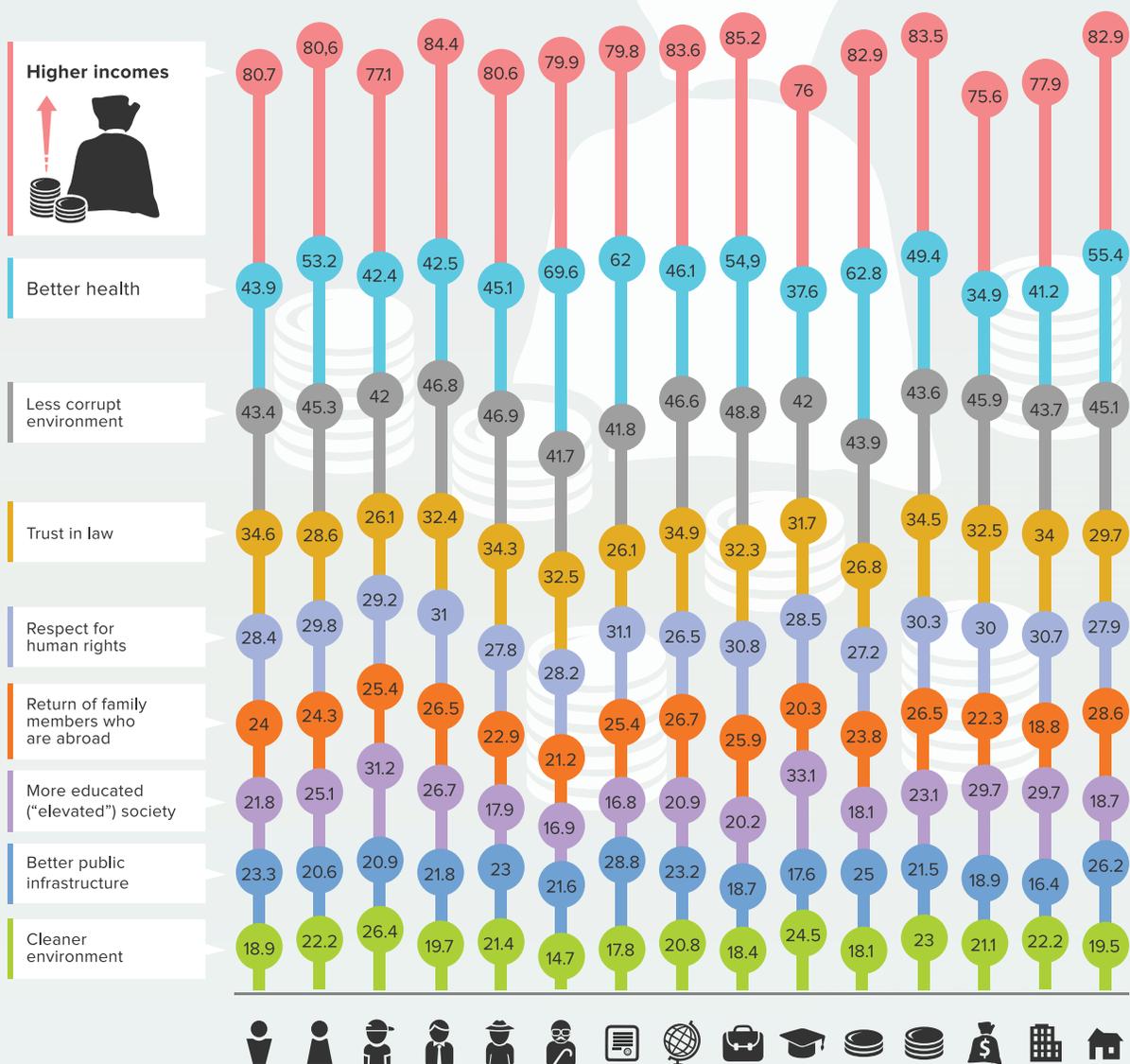
50.8% somewhat disagree

50.5% somewhat disagree



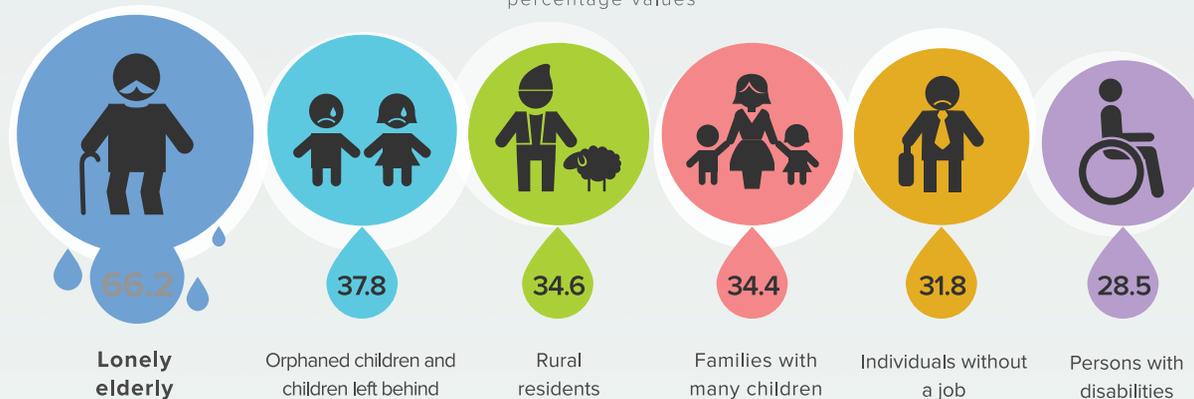
What are you lacking to live well?

percentage values



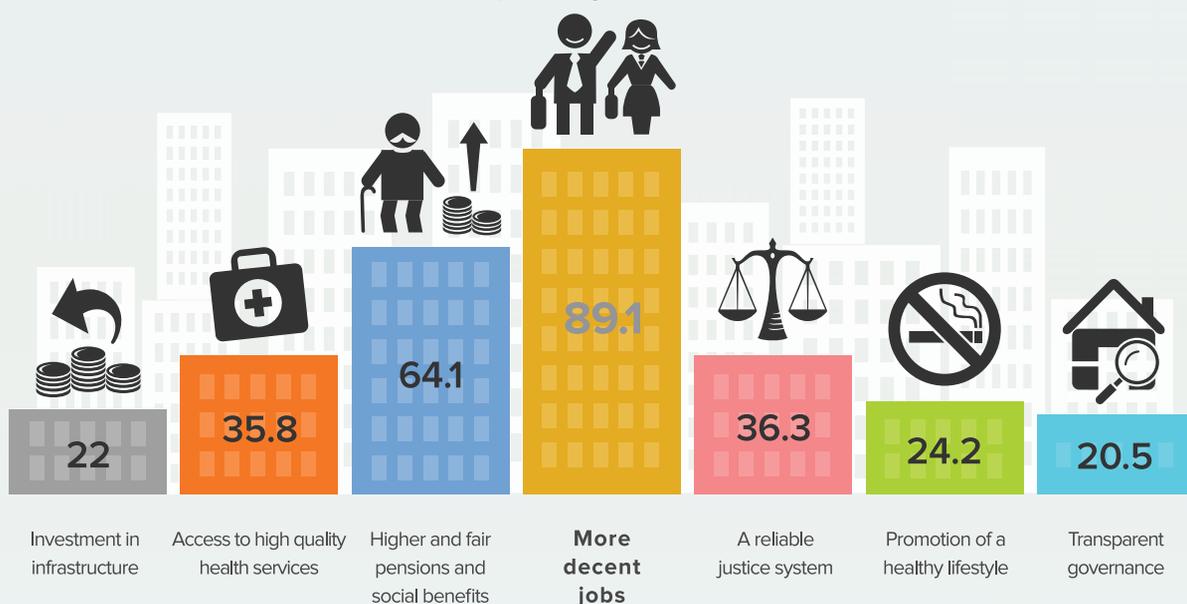
Which groups of population in Moldova do you think live worse than others?

percentage values

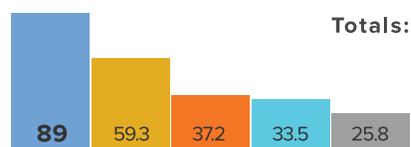
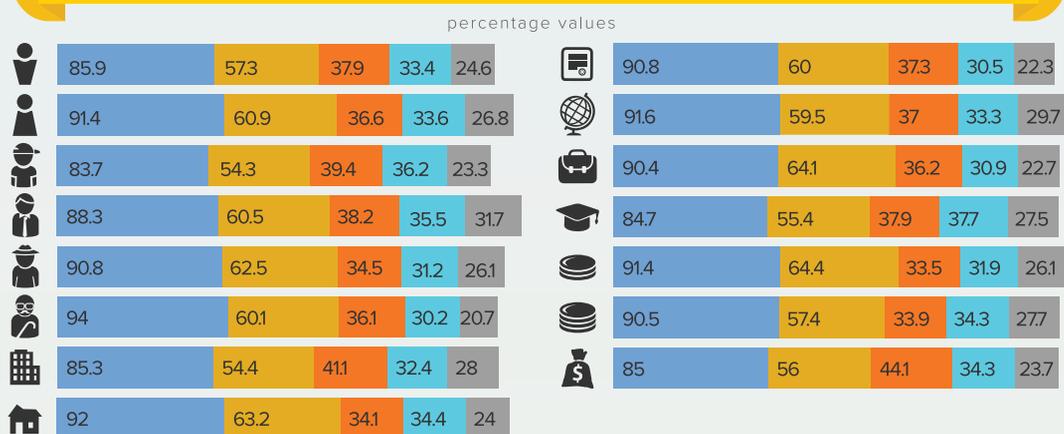


What will be needed for the people of Moldova to live better in the long-term?

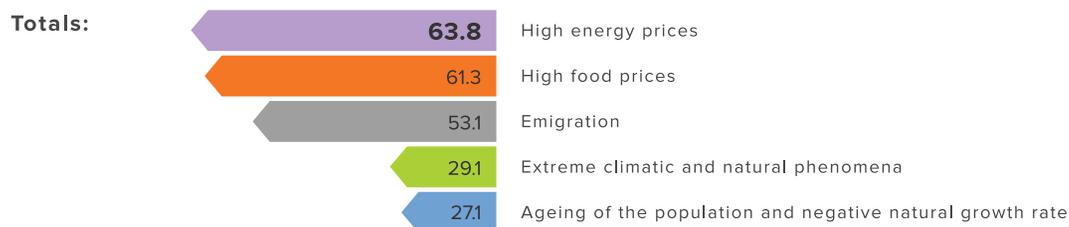
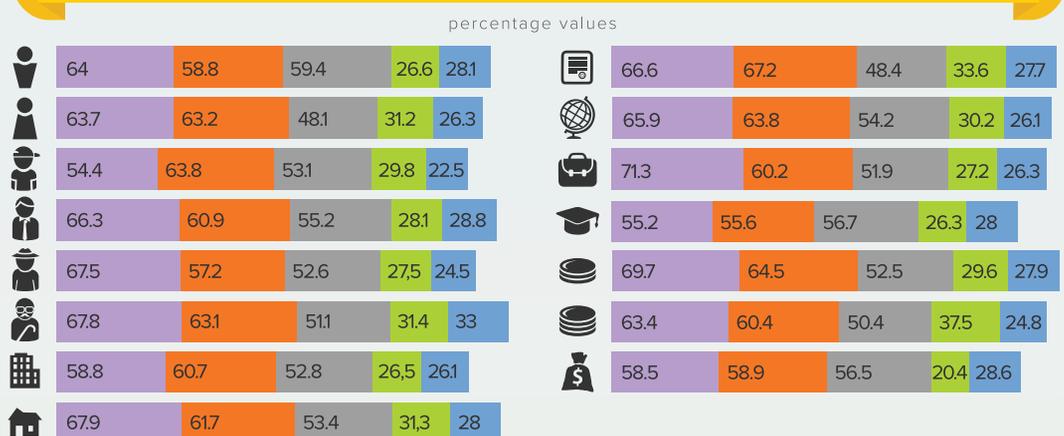
percentage values



Who has the primary role in ensuring a better life in the long-term?



What do you think are the biggest challenges Moldova will face in the long-term?



The national consultations on the development agenda after 2015, the target year for the Millennium Development Goals, were conducted during November 2012 - February 2013. Over 7,000 people, including the most vulnerable and marginalized, expressed their opinion on the future they want. The evidence and perspectives generated through these consultations are synthesized in a national report that will inform the negotiations on the global post-2015 development goals. More about post-2015 at www.myworld2015.org

CONSULTATION RESULTS

Trust, opportunities, economic participation, governance, better education system, objective teachers, new decent jobs, better incomes, practical learning, decent living, sustainable development, innovation, knowledge, better future, next generation,

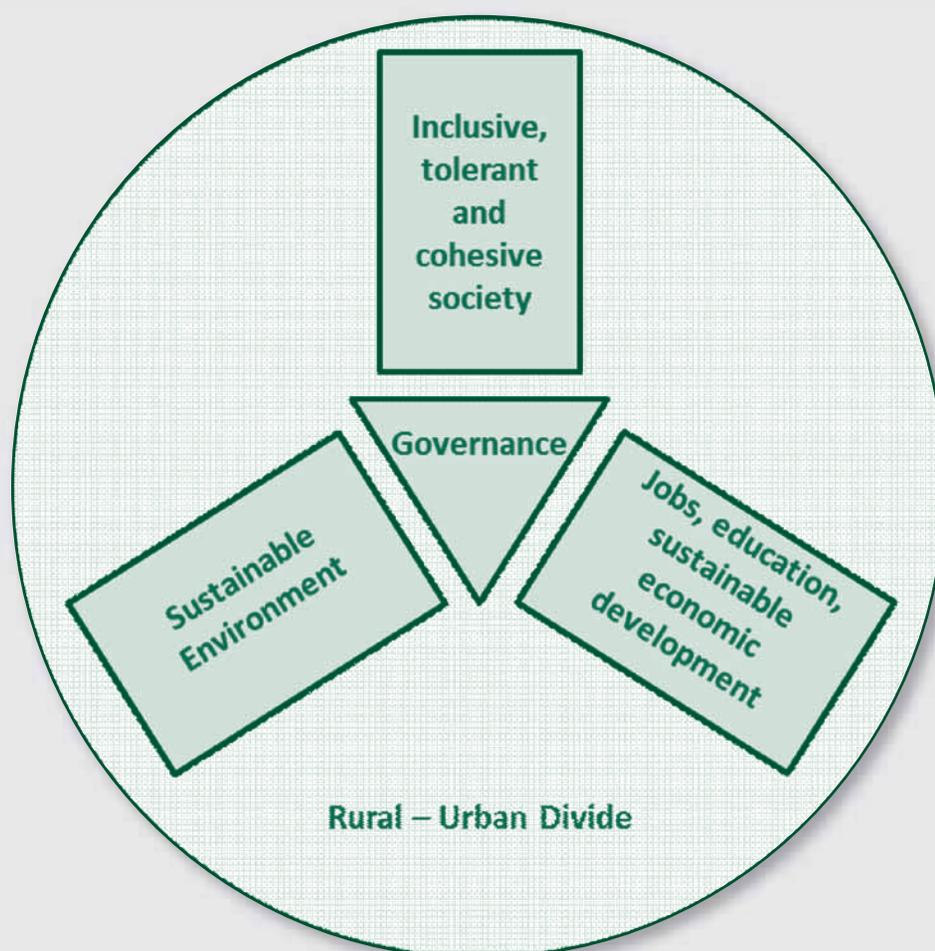


CONSULTATION RESULTS

How can we build on the consultations?

An important interim outcome of the consultations is the fact that all participants and especially those from the deprived communities and children were highly enthusiastic about being involved in such consultations and appreciative that their opinion was sought. In general, when asked about the development priorities, most of the persons participating in the consultations referred mainly to basic needs (income, access to water), safety needs (security, order, law) and social needs (family, well-educated society). Fewer persons referred to self-esteem needs (achievements, responsibility) and self-realization needs (personal growth). Content-wise, the numerous opinions on “The Future Moldova Wants” can be grouped in five broad themes that represent the five priority areas for the post-2015 agenda:

- Good governance and human rights as a central issue affecting all other processes;
- Education, jobs and sustainable economic development;
- Inclusive, tolerant and cohesive society;
- Sustainable environment
- Rural - Urban divide as a general context where all the processes in Moldova are taking place. While two other gaps - ‘poor and rich’ and ‘women and men’ – were identified during the consultation process, the rural-urban divide is the most prominent one, which is present in all dimensions mentioned above.



1. Good governance and human rights

Trustful, participatory, and inclusive opportunities, participation, governance, better education system, objective teachers, new decent jobs, better incomes, practical learning, decent living, sustainable development, innovation, knowledge, better future, next generation,



1. GOOD GOVERNANCE AND HUMAN RIGHTS

Corruption, red-tape, poor law enforcement, an unfair justice system, the lack of opportunities to participate in the decision-making processes - these are only a few of the issues related to the quality of governance and institutions bothering Moldovan citizens and mentioned during the consultations. The quality of governance influences everyone: from those who go to see a doctor to those starting a business or defending their rights in courts. These perceptions are perfectly in line with the low scores Moldova receives for these aspects in most of the international rankings. From children to people with disabilities and entrepreneurs, most of the people consulted think their rights are not respected on the streets, in hospitals, in state institutions etc. The severity of the problem is such that part of the population already appears too disillusioned to believe in a positive change in the quality of governance in Moldova. While people often suffer from their rights being violated, today, in their opinion, there is little they can do to defend themselves as the whole system is corrupted. At the same time, other groups, especially children, youth and members of the civil society organizations are eager to participate in the political process and some of them are determined to fight the unfairness and to impose respect for their and the populations' rights.

The Government is aware of the problem, so that since 2009, it is included in the Governmental Activity Programme "European Integration: Freedom, Democracy, Welfare". Thus, in the Activity Programme for 2010-2014 "Building the Rule of Law" is the first priority that includes several aspects: protection of human rights, reform of the justice sector, public order, security and defence, strengthening national integrity system and fight against corruption, media liberalization and ensuring freedom of speech, strengthening civil society and cooperation with the public sector. Another pillar of the activity programme is the 'responsive and efficient administration' that includes priorities such as the central public administration reform, decentralization reform and e-governance.

During the consultations, participants have highlighted four important issues in the area of good governance and respect for human rights that could be considered to become sub-priorities in the current pillar for Moldova after 2015.

1.1. Law enforcement and a fair justice system

Current situation

The law enforcement indicators in Moldova are low. According to the World Bank Governance Indicators the score for the rule of law is -0.36 (may range from -2.5 - weak - to 2.5 -strong). While the score improved in the last two years, there is no significant progress in the last decade. The World Economic Forum score for the quality of state institutions in charge of law enforcement is only 3.38 from a maximum of 7 with a slight regress during the last three years. As for the Judicial Framework and Independence, the Freedom House assigned Moldova 4.5 points (from 1 – the highest level of democratic progress to 7 - lowest level) with almost no change in the last decade. The justice sector reform has been one of the most debated topics recently in Moldova, with many experts concluding that this is a precondition to ensure a sustainable growth in the country. The Justice Sector Reform Strategy was approved in November 2011 and it seems that in the initial stages it resulted in an increase in trust in the justice sector according to several national surveys. But positive effects may be expected only in the case of its efficient implementation.

Problems identified

Trust in the law was mentioned during the consultations as one of the pre-requisites for an improved life (by almost one third of the respondents to NRS). Men and urban residents were more likely to mention the importance of this aspect. Also, 36.3% of respondents mentioned that in order to ensure a better quality of life for the population in the long-term there is the need for a fairer justice system. The population referred to several problems:

- **Imperfect legislation.** This issue was mentioned only by few participants - representatives of the business sector who know the deficiencies of the legislation in the area they are active in. The social assistants mentioned the issue of the imperfect legislation affecting the social protection area, particularly the law on social aid. Representatives of LPAs addressed the shortcomings of the legislation on local public finances.

- **Weak enforcement of legislation.** This aspect of the problem was mentioned by almost each group of stakeholders. Many believe that the legislation is fair in many fields, but it simply does not work. *“The legal framework does not have a good enforcement mechanism and the enforcement is not monitored appropriately”* said a representative of urban SMEs. Some participants stated that in the recent years good new laws were passed with the support of the international community, but there are no efficient mechanisms for the implementation of the legislation.
- **Lack of political will and self-interested politicians.** These are two reasons the rule of law has not been firmly established yet in Moldova in the opinion of many participants. Politicians care about their own interests and do not consider the needs of the population. Vested interests dominate Moldova’s political life. *“Do you see what they are doing in the Parliament? We do not see anything else but fights, criticism. Do they ever think how people are living on these tiny pensions and salaries? During the next elections we should do our best to make sure that none of the existing officials is elected, as all of them are already infected with corruption and are crooked.”*
- **Low-skilled employees in public administration.** Some of the participants think that the level of qualification of the public administration employees is a reason for the weak rule of law. They said that at each level of administration incompetent administrative employees are assigned to a certain position only because they have connections at a higher level.
- **Unfair justice system.** The justice sector was mentioned very often by the participants as a system that fails to fulfil its role. People simply no longer trust the justice system, and consider it unfair, corrupt and controlled by vested interests.

Solutions for change

While the above mentioned problems dominate the life of the population, the solutions are very complex and people understand this, recommending comprehensive reforms, actions for higher accountability and application of some general rules of a democratic state:

- **Change of the political class.** This was the most radical but also most often mentioned solution for enforcing the rule of law, denoting the high degree of social pessimism regarding a short- and even medium-term possibility for a real change. *“As long as we have a poor Government, we won’t solve any problems, because the state officials are self-interested and do not care about the interests of the society”* said one representative of CSOs active in water, energy and environment protection areas.
- **Justice sector reform.** People have recently heard a lot of the justice sector reform and mentioned the need to pursue it more forcefully.
- **Changes in public employees hiring.** Several participants said that for every position in the public sector a fair selection process should be organized and only competent and qualified persons should be hired for the job. Also, higher priority should be given to the employment of youth in the public sector according to the majority of the population.
- **Voting.** Few participants referred to voting as a basic democratic right meant to promote change.
- **Higher public participation.** In the opinion of several participants, especially representatives of CSOs and youth, expressing discontent, writing petitions when necessary, making the violations of the law known through the media may induce small changes, though not immediately.

Who should contribute to the change

While the Government should be responsible for enforcing the rule of law, it is also the one who often breaks the law. Therefore, people expect all citizens to be more active in changing the situation for the better. From the external side, participants expect more support from the EU as it is widely known that many reforms and laws were recommended in the context of EU-Moldova relations advance in the last years. In most of the OGC European integration per-se was seen as a solution to the problems faced by Moldova.

1.2. Corruption

The current situation

The level of corruption in Moldova is very high. The Corruption Perception Index of Transparency International for Moldova was 2.9 in 2011 (on a scale from 0 - highly corrupt to 10 - very clean). Also the Control of Corruption score from the World Bank Governance Indicators was set at -0.26 level (from the weak - 2.5 to strong 2.5). The importance of fighting corruption is mentioned very often at high levels, but there is little practical progress.

Problems identified

Corruption emerged as a constant during consultations. More than 44% of the respondents to NRS mentioned less corruption as precondition to a better life. Participants said that corruption dominates society. Corruption is present in the health system, the education, justice and state control institutions at all levels. *"Corruption is omnipresent in Moldovan society. It is faced by ordinary people going to a doctor, with or without health insurance, when one wants to start a business, when one needs a certificate from a state institution or is entitled to receive any public facility"* stated one teacher from a rural area. The issue of corruption in healthcare system was mentioned the most often due to direct contact of each citizen with the healthcare system, while other public services are not accessed by the whole population. This is one of the transgressions that influences horizontally all economic sectors and areas of life.

Solutions for a change

As for the solutions to fight corruption, people mostly refer to the role of the justice sector and several other recommendations:

- **A fair justice system.** Fighting corruption is possible only if the justice system functions. But corruption in the justice sector itself is a serious barrier for eliminating this vice.
- **Increase of salaries of some public employees.** This was mentioned in several OGC as a way to eliminate corruption at lower levels of administration.
- **Higher participation** mentioned in the section above refers to the issue of fighting corruption and intolerance for corruption too.
- **Successful implementation of the Central Public Administration Reform.** This reform was launched in 2005, but significant delays minimized its impact. Several participants see its implementation as a precondition for good governance.

Who should contribute to change

Corruption should be fought by the justice sector at the state level, however, there is not much hope for this to happen and people consider everyone is responsible for making the change: citizens by not paying the bribes, CSOs and mass-media by exposing the corrupt cases. Also, international community is expected by people to help Moldova fight this social transgression.

1.3. Respect for human rights

Current situation

According to the last available data, Moldova is not performing well in terms of respecting human rights. The CIRI Human Rights data Project gives Moldova a low score for several key aspects of human rights protection. In 2010 Moldova got the following assessment: for police imprisonment - a few people were imprisoned because of their religious, political, or other beliefs; torture - torture was practiced frequently; freedom of assembly and association - citizens' rights to freedom of assembly or association were severely restricted or denied completely to all citizens; freedom of speech - there was some government censorship of the media; electoral self-determination - 1 from the maximum score of 2 that indicates that political participation was very free and open during the year in question and citizens had the right to self-determination through free and fair elections in both law and practice; freedom of religion - government restrictions on religious practices are moderate; workers' rights - workers' rights were severely restricted; women economic rights

- women had some economic rights under law, and the government effectively enforced these rights in practice while still allowing a low level of discrimination against women in economic matters; women political rights - women's political rights were guaranteed in law, but were still moderately prohibited in practice. The overall Empowerment Rights Index (an additive index summarizing government respect for electoral self-determination, domestic movement, foreign movement, religion, speech, assembly & association, and workers' rights) is given 6 points (it ranges from 0 - no government respect for these seven rights - to 14 - full government respect for these seven rights). Since 2010 the situation has improved according to some assessments. The 2011 Country Reports on Human Rights Practices - Moldova refer to improvements in several areas: freedom of speech and press, respect for political rights, Governmental attitude regarding international and nongovernmental investigation of alleged violations of human rights and women's rights. However, the population's perceptions have not changed dramatically, but they referred only to some freedoms during the consultations: freedom of speech, freedom of religion, worker's rights.

Problems identified

The violation of human rights is an issue that is mentioned often during the consultations. In NRS 29.2% of the population said that in order to live better they would need respect for human rights. In most of the on-the-ground consultations the participants discussed the violation of human rights as a problem persisting in Moldova that should become a priority in the long term. The problems related to human rights violations are mentioned by different categories: from children and vulnerable youth to representatives of CSOs and the business sector. People consider that their rights are violated in different situations: in the public institutions, including hospitals, schools and other public institutions, by the business sector and even in the street. Different groups of population referred to different cases of their rights being violated: persons with disabilities mentioned their working rights and rights of access to public buildings are not respected, children mentioned their right to participation in decision-making are ignored, several participants even said there is no freedom of speech. There were opinions that only money can ensure the respect for human rights: *"Currently in Moldova, your rights are respected if you have money"* said a woman from a rural area.

Solutions for a change

As human rights are closely linked to the rule of law, the solutions proposed were mainly the same, with the following to be added:

- **Informing the population about their rights.** Some participants consider that many people do not know their rights and, therefore, do not protest when they are not respected.
- **Higher access to education.** Some participants consider that the higher the education level of an individual the lower the possibility his rights to be violated. This correlates with solution mentioned above: a more educated individual usually is more informed.
- **Higher implication and participation.** According to people, expressing discontent, writing petitions and making public cases of right violation may reduce this phenomenon.

Who should contribute to the change

The Government should ensure the respect of human rights by proper law enforcement. However, the business sector should also make an effort as often the business sector is the where the population's labour rights are violated. Citizens have the main role in promoting this change as they are the only ones that can report these cases. Almost all other actors - NGOs, trade unions, teachers and the international community - were mentioned as having important roles.

1.4. Open governance

Current situation

Lately significant progress in the open governance area has been achieved: the National Participation Council was created composed of representatives of CSOs that have the role to discuss and consult the Government in the decision-making process, the consultations with the business sector have intensified and many draft documents were made public for consultations. However, some of the problems were not

eliminated: most of the consultations were only formal, they usually take place only during the planning stage not at implementation and monitoring level, several important stakeholders are ignored in the process of consultations and the transparency in decision-making process is not ensured.

Problems identified

Only 9% of the respondents to NRS mentioned that in order to live better they need greater opportunities to participate in the decision-making process at a local and national level. The frequency of answers were higher for the youngest members of the population (18-29 years old), those with the highest levels of education (with post-secondary non-tertiary and tertiary education level) and the urban population. This shows that only when economic and social problems are less binding or people are less disappointed (i.e. youth), the population thinks more of other needs, such as social participation. However, in focus-groups, the participation in decision-making process was mentioned more often. People consider the barriers to participate more actively in governance are:

- **Existence of more binding problems.** When people's incomes are insufficient to provide proper food or they are sick, they put less emphasis on participating in the decision-making process because they have to cope with more immediate problems.
- **Disappointment.** Several participants in the consultations think that people are already disappointed with the Government and with situation in the Moldovan economy, so they do not believe in change. This makes them inactive, but inertia can evolve into indifference and later into a more selfish attitude towards personal needs and the ways they might be fulfilled.
- **Unresponsive authorities.** Some groups of the population would like to participate more actively in the decision-making process, but are ignored by the decision-makers. This aspect was mentioned by children who have many ideas and are very enthusiastic but are often neglected by the community in respect to their ability to contribute to a change. Some vulnerable groups stated they are not taken seriously because they are small groups compared to others and the decision-makers ignore them as they do not represent a significant electoral stake.
- **Low education levels of the population.** As in the case of human rights protection, a higher education level of an individual ensures he/she is also more active politically. Therefore, often participation of people with lower education is less intense and so it is their concern about this issue.
- **Inefficient collaboration between the central government and other stakeholders.** In some cases there is a framework for the participation of different stakeholders in the decision-making process. However, as several LPAs and CSOs representatives mentioned, this framework is often only formal and the central government does not efficiently collaborate with important stakeholders in the process, including local governments.

Solutions for a change

Open governance is seen by the participants to the consultations as precondition for other aspects of good governance. Certainly, the involvement of each citizen is the main tool to achieve it. *"If the population is more active and involved in monitoring at every stage of governance, then the government will be more careful and more transparent as it will feel the civic participation not only during elections, but also in the governance process"* mentioned one representative of CSOs in the health protection field. Another opinion is that a higher level of collaboration between the CSOs and the Government, especially local governments, can have a very positive impact on the open governance process and government efficiency. Several participants mentioned the role and importance of e-governance in encouraging open governance process. However, a higher participation of the population in the decision-making process requires improvements in the economic status of the population, better education and a more accountable government that proves that the opinion of the population matters.

Who should contribute to the change

All citizens should be responsible for this change as it primarily concerns their participation. At the same time, CSOs, teachers, LPAs may encourage people to participate in the decision-making process.

2. Education, jobs and sustainable economic development

Trustful
ries,
ticipatory, g
education
system, objective teachers, new
decent jobs, better incomes, practical
learning, decent living, sustainable
development, innovation, knowl-
edge, better future, next generation,



2. EDUCATION, JOBS AND SUSTAINABLE ECONOMIC DEVELOPMENT

Even though the Moldovan economy resumed growth in 2000, the population still does not feel a positive impact from economic growth. A significant proportion of the population does not live well, primarily due to low revenues: according to the sociological survey undertaken as part of the consultations process, 80.7% of the population primarily lacks higher revenues in order to live better. The groups mostly affected by low revenues and a lack of jobs are: 1) the rural population, for whom employment opportunities are scarcer than in cities, 2) the elderly who need income in addition to their low pensions but cannot work due to health reasons, and 3) the youth that cannot find a job after graduation as the economy generates only a small number of new jobs. The lack of jobs and low incomes have been identified as key constraints for most disadvantaged groups of the population that generate other problems, such as migration, domestic violence, poor access to public services, discrimination, an unsustainable pensions' system and inadequate social protection. People want a fast-growing, developing and modern economy that will impact directly their welfare, with many more jobs rendering more decent incomes, so that people are not pushed to leave the country or to accept informal jobs.

The population also sees a direct and close link between economic development, the labour market and education outcomes. While in NRS only 15% of the population mentioned access to high quality education and 13.8% of the population mentioned ensuring better training of specialists as primary conditions for the Moldovan population to live better in the long term, during the on-the-ground discussions education was constantly mentioned. While some rural inhabitants may have referred strictly to the physical access to schools in a certain village where the school was closed or risks being closed, most of the respondents referred to access to high quality education both in villages and towns and to the existent mismatch between the demand and supply of labour force and its repercussions on the economic development.

The population mentioned the following several development topics that could be considered to become sub-priorities for Moldova after 2015 within the sustainable economic development priority.

2.1. Encouraging business activity

The current situation

During the last few years, economic activity slowed down mainly due to external factors such as the economic crisis in Europe and its repercussions on Moldova's economy. Many businesses closed or scaled down their activity, private investment fell and the FDI flows dropped as well. However, even prior to the economic crisis, Moldova featured a consumption-based economic model, with the economic activity vulnerable not only to the external factors, but also to the vicissitudes of the business climate in Moldova. In 2013, Moldova ranked only 86th in the World Bank's Ease of Doing Business Rating. Although in the Doing Business 2013 Moldova moved three positions up, the progress was due to some minor improvements in only three areas (protecting investors, resolving insolvency and registering property), while all other aspects have worsened. There has been little improvement in terms of number of and time consumed by various administrative procedures. The most recent Business Environment and Enterprise Performance Survey (BEEPS) shows that in Moldova the greatest constraints on business activity are related to: access to land (10.4% of firms evaluated it as a major constraint), customs and trade regulations (4.4%), electricity (4.5%), workforce (15.7%) and the tax administration (4.5%).

The business environment was also identified as one of the top constraints to economic growth in Moldova and, therefore, entered among top seven priorities in the National Medium-Term Development Strategy "Moldova 2020": "Business: with clear rules of the game". Also, the Governmental Activity Program for 2011-2014 second pillar refers to economic and social policies to support the business sector. Some of specific issues identified during the consultation process can be found in several sectoral strategies: Strategy for SME sector for 2012-2020, strategy for industrial development until 2015, Strategy for attracting investment and export promotion for 2006-2015. People are often aware of the existent strategies, especially the representatives of business sector and CSOs, but do not see the outputs of their implementation.

Problems identified

The population understands that many problems Moldova faces stem from the weak business activity, which is partly due to the poor business environment. They also acknowledge that job creation, higher revenues, the return of migrants and solving social problems are possible only if more businesses appear and grow: “Because Moldova doesn’t have a developed economy, we cannot expect to have well-paid jobs, higher revenues, efficient social policies” a representative of CSOs active in the health protection field said. While most stakeholders that participated in the consultations referred to the low level of business activity and to the need of supporting business, they viewed this issue as a general problem. Only the better informed stakeholders - representatives of SMEs, local public authorities, NGOs - mentioned specific problems hindering business development. These are:

- **Corruption and red-tape.** These barriers discourage people from opening a firm, hinder companies’ growth and push some companies into the informal economy.
- **Inefficient policies in the agricultural sector.** Many people consulted consider agriculture as an important sector for the Moldovan economy, either because of the high share of population employed, or due to the competitive potential of some agricultural products. Most of the respondents mentioning this issue referred to lack of market outlets for agricultural producers, bureaucratic procedures accompanying certification of agricultural products, unfair agricultural subsidies policy and very low level of these subsidies, difficulties in obtaining credit for agricultural producers. While access to finance is a problem for the whole business sector in Moldova, this is a particularly binding constraint for agricultural producers due to lack of collateral other than agricultural land and high risk-adversity of banks.
- **Unfair market competition.** This problem persists in all sectors of the Moldovan economy and was mentioned not only by business representatives, but also by other consulted groups. People believe this problem remained unsolved because of lack of political will and weak institutional capacities to eliminate it.
- **The informal economy.** Only a few participants mentioned informality as a reasonable option to survive in a corrupt and rigid economy. Most of the participants are aware of the negative social and economic effects of the informal economy, such as: unfair competition, losses for the budget, a lack of public investment, triggering migration, and the social impact on people with informal jobs as they do not benefit of social and health insurance.

Solutions for a change

Among the most important solutions people propose in order to change the quality of business climate and to support business activity are:

- **Attracting more foreign investment.** Many participants in the discussions see foreign investment as able to compensate the shortage of domestic capital. They also see larger foreign companies as sources of new jobs and ideas. Some of the participants consider that foreign companies are important agents of change because they not only create jobs but also promote a different business culture.
- **Reforming the customs service.** The customs service is perceived as an institution that does not facilitate trade, but rather restricts it. This was mentioned not only by business representatives, but also by other groups of population. Considering the small size of the Moldovan economy, for businesses to develop they need access to external markets. The customs service, therefore, has a key role in facilitating and supporting business activity in the country.
- **Improvements in business regulatory framework.** Several specific issues were mentioned by the representatives of the business sector and employers’ associations regarding the imperfections of the legal environment. However, most of the recommendations were linked directly to the economic sector the entrepreneurs were representing. At the same time, the general population sees the implementation of the legal framework as a bigger problem compared to the relevance of the legal framework.

- **Improving the dialogue between the business community and the Government.** Some participants to the consultations regard the Government as being either indifferent or not aware of problems in the business sector. Therefore, when implementing new policy, the Government should consult the business sector, especially the SMEs, that are often neglected.
- **Investing in infrastructure in rural areas.** Poor infrastructure in rural areas is seen by local public authorities, farmers and youth as an underlying cause of low private investment in local communities. In order to attract productive investment there is priority is to improve the roads and water system in the rural areas.
- **Promoting organic agriculture.** Some of the participants see the future of Moldovan agriculture only in organic agricultural products. This opportunity was underlined especially by those migrants who lived abroad and observed a high demand for these products on the European markets. Orienting towards this niche can revive the agricultural sector in Moldova and make it more competitive.
- **Promoting entrepreneurial skills.** More than 10% of the population surveyed in NRS mentioned this as a condition for the people to live better in long-term. Young population and urban inhabitants are more inclined than other groups to understand this need.

Who should contribute to the change

In the opinion of the participants, the Government has the main role in bringing about change because it has the necessary power. However, the involvement of business sector and business associations is also needed in order for the change to be sustainable. On the external side, other countries, particularly the EU members, can contribute to creating a more favourable business climate in Moldova. Firstly, EU countries may serve as an example for regulatory framework and Moldova should build on the positive experience of these countries. Secondly, in the current context of Moldova's European integration, EU is also interested in a fair competition on the Moldovan market and in this regard may provide necessary support for improving the business climate.

2.2. Decent jobs

Current situation

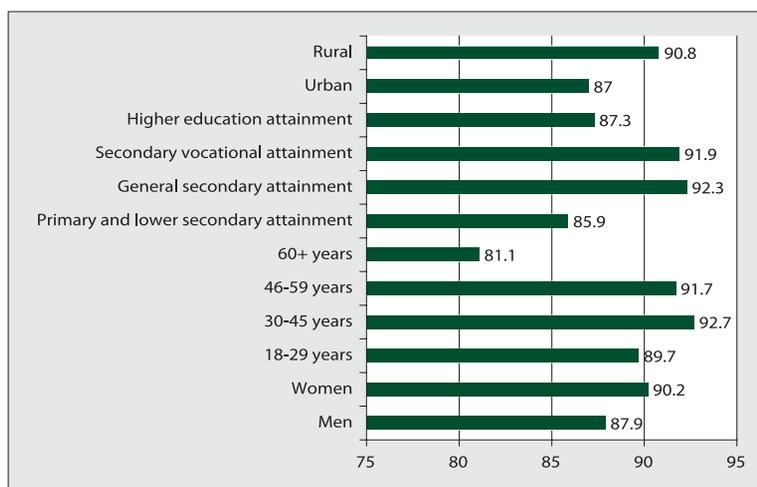
The labour market is one of the weakest pillars of the Moldovan economy. Even in the years when there was strong economic growth the situation on the labour market deteriorated significantly. Since 2000 Moldova lost 341,000 jobs (or 23% of the total jobs available in 2000). With an employment rate of only 39.4% in 2011, Moldova is the worst positioned in Europe. Only 70% of the occupations are formal, meaning that many people, even though employed, do not benefit from mandatory social and health insurance. Some 28% of the population works in the agricultural sector, mostly processing own plots of land, practicing subsistence agriculture and earning revenues often below the subsistence level. Due to the high inactivity rate, a discouraged population and migration, the unemployment rate of 6.7% in 2011 is not particularly relevant as it fails to meaningfully explain the state of the Moldovan economy.

Problems identified

A lack of decent jobs has been identified as one of the main problems the Moldovan population faces and not likely to be solved by 2015. Almost 90% of the respondents to NRS see decent jobs as a precondition for the Moldovan population to live well in the long-term. Some of the categories of the population face more significant challenges in finding a decent job, including the rural population, women, graduates of secondary education, population between 30-45 years old (Chart 12).

CHART 12. Frequency of answer “More decent jobs” to the question “What is necessary for people from Moldova to live better in long-term?” by groups of population, %

“There are no employment opportunities in the villages. If there are some jobs, they are seasonal, with low salaries and people do not accept them, but rather travel abroad” said a community social worker. However, during the OGC some other groups of population severely affected by the lack of jobs were identified. One such a group is composed of persons with disabilities for whom the range of jobs is much narrower and who are often discriminated on the labour market. Youth represents another category constantly discriminated by the employers because they do not



Source: NRS conducted in January 2013 by sociological company CBS-AXA;

have the necessary practical experience and skills, due to worsening quality of education and the lack of correlation between curricula and labour market needs. “Young graduates do not have where to work after the graduation and nobody does anything to change the situation” a representative from vulnerable youth group stated.

When people refer to more decent jobs they mean primarily:

- **Higher salaries.** Part of the population acknowledges that there are free jobs on the market, but salaries are not attractive. This is due, among other factors, to the low profitability of firms and low labour productivity, especially in the agricultural sector.
- **More jobs available.** Some respondents mentioned the lack of jobs in rural areas, where there is limited business activity as a key constraint to development of communities. In some instances young respondents stated that the few job opportunities are taken advantage of by elderly who are supposed to retire. Some participants mentioned the lack of jobs for the graduates of higher education.
- **More formal jobs.** While jobs and salaries are important for the whole population, many people referred to the need of more formal jobs as they are not ready to accept a low-paid informal job and not benefit of social and health insurance. Migrants stated this aspect among the key reasons making them leave the country. It is not enough to be employed, people also need social security guarantees and if they cannot get it in Moldova they leave abroad either for a formal job in another country or at least for a more decent salary.
- **Better working conditions.** Some people referred to better working conditions as intrinsic part of a decent job. This is especially the case of migrants who have a different experience in other countries, but also some disadvantaged groups as women and persons with disabilities.

Solutions for a change

In order to have more decent jobs there is a need to promote business activity in the country. Therefore, all the solutions mentioned in the section above are relevant for this section as well. Several other specific solutions mentioned by the participants to the consultations were:

- **Increase the quality of education and ensure the match between the labour market demand and supply.** Representatives of the business sector and CSOs mentioned that higher level of skills and greater competence may ensure better jobs for graduates. Also, there is a perception that higher level of skills might increase the worker’s productivity and consequently his salary.

- **Make state control institutions more efficient and fair.** These institutions were mentioned as having an important role, particularly in ensuring that jobs are formal and basic working conditions are respected.
- **Expressing opinions.** Many participants believe that the population should openly express its opinions if people are not satisfied by their working conditions. However, other participants think that this is not helpful and might be even harmful for them.

Who should contribute to the change

In addition to the Government and the business sector, those who can contribute to the creation of decent jobs are the educational institutions and migrants who come with new experience and a better understanding about the working conditions from abroad.

2.3. Migration

Current situation

Over the last decade, migration became a salient feature of Moldova. In 2011, according to the data of NBS, there were 316,900 emigrants, representing 13% of the working age population of Moldova. Other sociological surveys suggest that more than half a million working age Moldovans have had a migration experience at some point. The majority of migrants are young, aged between 20 and 49 years. Women represent over one third of migrants (35.5%). The proportion of rural migrants is very high (70.7%). So far, remittances have been the most important positive outcome of migration. Between 2000 and 2012 they grew 27% on average per year, reaching a maximum of 34.5% of GDP in 2006. However, the social impact of migration has been appreciated to be negative in most studies. This refers to the migration impact on family, children, the labour market, the elderly and so on.

Despite negative social consequences, the Government's actions in migration management are quite superficial. Only the economic aspect raised a higher interest and with the support of the European Union budget support programme, a new programme PARE 1+1 was launched to stimulate investment of remittances in the set-up of new rural businesses. The PARE 1+1 Programme was managed by the Organization for Development of Small and Medium-sized Enterprises (ODIMM).

Problems identified

Migration is perceived as being among the most serious problems. More than 24% of the respondents to the NRS said that in order to live better they need their family members to return from abroad. The online survey and on-the-ground consultations confirmed this result. The most affected by the migration phenomenon are children and the youth who are left behind by their parents. People believe that migration produces many negative consequences: *"Migration has a negative impact on the families, education, values of children and youth and the labour market"* said a representative of the rural SMEs. *"If you do not have any source of income, you should choose between family disputes, sick children, shortages and poverty or overseas employment. Do you think we are happy to leave our homes and work abroad? You feel like a foreigner everywhere. We are clever people and do not deserve such a life,"* said one representative of the migrants who have returned.

- **An uneducated society (non-respectful of basic societal norms).** Migration is seen as the main cause for a poorly brought up society. People consider that children growing up without their parents do not get enough attention and do not have positive behavioural examples. Therefore, in certain cases they develop delinquent behaviour and thus, have a negative influence on other children.
- **Children and elderly left behind.** Although most of the migrants send remittances to their families, there are cases when the family members who are abroad ignore their children or parents who live in very poor conditions, and often have to rely on the state's help. Many elderly and children left behind live in boarding houses and asylums and receive help from social assistants. However, the role of remittances was not ignored by participants, who stated often that these might represent the only source of income for some households that ensure their access to education and healthcare services.

- **Family disintegration.** Migration is a main determinant for the separation of families. The divorce rate was also influenced by the migration phenomenon. Many participants in the consultations think that the family is the most important cell of society through which any change might be promoted. Therefore, the disintegration of the family has a detrimental role on people's lives.
- **Ignoring education.** This issue was mentioned by teachers who concluded that children with parents working abroad often miss more often classes and have a lower performance at school. Furthermore, several migrants admitted that although money is sent home for studies, students who receive the money for education often use it to bribe the teachers and get better marks.
- **Brain-drain and deficit of the labour force.** Representatives of business, civil society, ministries, trade unions and employers' associations mentioned this negative consequence of migration. There is a kind of vicious circle set in motion: although many are aware that people left because there are no sufficient decent jobs on the Moldova labour market, at the same time the economy cannot develop further because of the lack of highly-skilled human capital.
- **Unsustainable pension system.** In the context of migration, some participants to the consultations mentioned the negative impact it has on the dependency ratio (due to lower employed population), but also the burden it puts on the pension system, as some of the migrants return to Moldova at retirement age and are entitled to pensions, without having previously contributed to the system.

Solutions for a change

Migration is directly associated with lack of jobs. Almost everybody stated that in order to stop migration more decent jobs are necessary, with solutions presented above. Other solutions identified were:

- **Increasing the quality of public services.** People leave Moldova not only because of financial problems, but also because they are expecting better living conditions. Most of the migrants complained about the quality of health and education services, and the corruption undermining these services even more. Increasing quality of public services may encourage more people to return home.
- **Higher accountability of parents to their children.** Although not a clearly formulated solution, several participants mentioned the necessity to make parents accountable for their children, considering the fact that in certain cases children and young people that have their parents abroad develop delinquent behaviour and nobody is ready to take the responsibility for that arguing that teachers and educators cannot take responsibility for everyone. Nevertheless, part of participants to the national validation workshop were sceptical regarding the efficiency and equity of this measure, considering the raised issue of lack of jobs, especially in the rural area.
- **Monitoring emigration.** The participants at the national validation workshop consider that in order to solve the migration problem, it is very important to have a clear understanding of the phenomena: its spread, its causes and the real impact. Several participants mentioned that the information used for migration policies in Moldova is not complete and, therefore, does not allow for an efficient migration policy and recommended better monitoring of the emigration and creation of a credible statistical database on emigration.
- **Policies to promote the youth.** A large share of the population thinks that the youth is the future of Moldova and, therefore, special attention should be given to the youth policies and the return of young migrants. Various measures were mentioned, such as direct financial support, different types of facilities, more efficient policies, more relevant youth policies, and listening to the voice of the youth.
- **More efficient migration management.** This issue was mentioned only by the representatives of line ministries and some CSO representatives.
- **More programmes for migrants.** Some of the participants referred to the economic programmes and mentioned PARE 1+1 programme as an example that should further support the investments made by migrants. Others referred to social programmes for the reintegration of migrant in their families and the society upon their return.

- **Better information of the potential and returning emigrants.** Some of the representatives of the line-ministries consider that poor information of the potential emigrants is a significant problem. The state and the CSOs should be more active in informing the population about the emigration opportunities and implications, legal requirements for emigration and the economic situation in the destination countries.
- **Validation of informal knowledge and skills.** Few participants referred to this issue as they consider migrants acquire important skills that might be used in the country and they can contribute with their experience to the development of their community. However, the migrants emphasized more the importance of decent jobs for returning home and talked less about the positive experience they might share.

Who should contribute to the change

As migration is a problem which affects everyone, it should be solved by the entire community in the opinion of the participants in the discussions, with the implication of the Government and Parliament in the policies formulation, but also CSOs, businesses and teachers.

2.4. Education

Current situation

The human capital has been identified as one of the main constraints to growth in Moldova. Problems start at the very beginning of the education system. Despite relatively high expenditures on education, the performance of students in primary and secondary education is below the OECD average according to OECD Programme for International Student Assessment (PISA 2009+). In higher education the problem of quality is even more prominent. The World Economic Forum assessed the quality of the education system and its ability to meet the needs of a competitive economy with a score of only 3.2 out of the maximum 7 and no progress has been registered since 2008. About 60% of employers face difficulties in filling vacant positions that require skilled personnel and 41% of employers consider the level of labour skills as a major constraint to their activity.

All these facts made the Government approach very seriously the problems in the educational sector. The medium-term national development strategy "Moldova 2020" has its first priority 'Education: relevant for career' aiming to establish an equilibrium between the demand of the real sector and supply of the educational sector. Also, the strategy "Education 2020" is currently being drafted which will cover all levels of education with an emphasis on access and quality of the education. Some specific actions have been already launched in 2012 in this respect regarding the optimization of schools network that aims to ensure rational public spending on education and a higher quality of education everywhere in Moldova. Also, the Strategy for Development of Vocational Education for 2013-2020 was adopted in early 2013 that aims to modernize and make vocational studies more relevant for employers, who complain most often about the scarcity of graduates and the quality of the education system.

Problems identified

In NRS, 13.8% of respondents mentioned better training of specialists as a condition to ensure a better life for the population in the long-term. During the field consultation the issues of the education quality and a mismatch on the labour market were constantly mentioned. Most interested in the issues were representatives of SMEs from urban areas, representatives of different CSOs, LPAs, line ministries, academia and UNDP staff. The education-related problems linked to the economic growth very often mentioned were:

- **The poor quality of specialized (professional and higher) education.** The population senses that the quality of education decreases. Besides the fact that the curricula are old or inappropriate for many professions, the quality of skills and competences of the graduates suffers from the fact that bribes are paid and a student might get a degree with a minimum effort. This is confirmed, among other reasons, by the fact that the graduates from Moldova cannot find a job using their degree in foreign countries: "Many young people, when they leave to other countries cannot use their degrees, because legalization of studies does not automatically imply a recognition of their knowledge," an emigrant in Italy said.

- **The low quality of the teaching staff.** Although not very often, this issue was also mentioned in the consultations. Some people consider the level of teaching staff as a key determinant of the quality of education. Therefore, the poor outcomes were interpreted as consequences of low-skilled and corrupt teaching staff.
- **Mismatch on the labour market.** Most of the respondents see no link between the educational system and the real economy. "Higher education institutions do not have appropriate study programmes for the current needs of the labour market. Thus, we have a surplus of specialists in some fields and deficit in other fields" said a teacher from a rural area. This mostly affects businesses that cannot expand due to deficit of the labour force. However, this issue is also mentioned by the LPAs that also suffer of shortages of qualified human capital.

Solutions for change

The solutions for this intensively debated issue during the consultations were also very complex, as they are expected to generate positive outcomes only in medium term. Some people consider that education is the key for solving other problems of the society: "If the education system was well-organized, we probably wouldn't have corruption" one migrant said. Most of the solutions proposed referred to the changes in the curricula prevailing, with some of the specific solutions being:

- **Better research the needs of the labour market.** Some of the participants mentioned the need for a better research on the labour market both for the elaboration of enrolment plans and also for the adaptation of the curricula to these needs. In fact, no comprehensive research on the labour market needs in medium-term has been ever done in Moldova.
- **Consulting the firms while changing the curricula.** Some participants acknowledged that the business sector should be more involved in the education process. The involvement of the business sector may be beneficial at many stages, but participants referred mainly to the dialogue with business while adapting curricula.
- **Promoting life-long learning.** Less often than other solutions, life-long learning is still identified as a possible approach to train the skilled graduates or persons whose occupations are not relevant anymore in the changing economic context.
- **Validation of informal knowledge.** While the education system failed to provide skills and knowledge required by the employees, there are many individuals who have these skills and are competent due to their experience either abroad or at home in Moldova, but who do not possess the relevant diplomas. The representatives of line-ministries and business sector mentioned the importance of putting to use this knowledge and skills in order to improve the situation on the labour market and the hiring process.
- **Changing people's mindset.** Several participants mentioned that sometimes the diploma per se, rather than education, is the only reason students go to university. This is partly the fault of economic system that failed to prove during two decades of transition that good specialists are better off in the society. Changing the mindsets of students and their parents that would demand a higher quality of education for the tuition fee they pay may induce a positive change.

Who should contribute to changes

The quality of education is regarded as a horizontal issue affecting everyone and where everyone can have input. Everybody is expected to contribute to the change: the state with the relevant policies, the business sector with the expertise, experience and formulation of the needs, NGOs and international organizations with the necessary recommendations and every motivated citizen.

2.5. Infrastructure

Current situation

Poor infrastructure was listed among the key constraints to economic growth in Moldova in the Report on analysis of constraints to economic growth in 2010. The EBRD Index for infrastructure reform in Moldova was

2.3 in 2010 (out of a maximum of 3) with no improvements since 2005 and lower scores for roads, railways and water and wastewater. The 2012 EBRD Transition Report assesses the progress of Moldova in road and urban transport infrastructure being 2.7 out of 4 and in railways and water and wastewater 2 out of 4. Even though this score was in line with the level of GDP per capita in Moldova, the poor quality of roads prevents the development of a land and transport sector, logistical and other services pertaining to this area and affects Moldova's attractiveness as a transit country for land transport. The poor water and sewage infrastructure is detrimental for both health reasons and basic rights of the population, and deters investment. The progress in expanding access to water and sanitation infrastructure according to the MDG 7 targets has been quite slow. Only in the area of digital infrastructure Moldova has achieved more solid results.

As for the Moldovan Government, it seems to be more concerned about the road infrastructure and one of the priorities of the medium-term national development strategy "Moldova 2020" is 'Roads: in good condition, anywhere'. Indeed, the public investment in road infrastructure increased significantly since 2011. At the same time, the actions undertaken for the improvement of other types of infrastructure are less visible due to more limited resources allocated (see more in the Sustainable Environment).

Problems identified

In NRS, 21.8% of the population mentioned the necessity of better public infrastructure in order to live better. The difference in the frequency of the answers of rural and urban residents was very high - 10 p.p. In the context of poor infrastructure, the participants mentioned several derivate problems:

- **Low investment attractiveness of regions and rural areas.** Infrastructure, particularly the roads, is considered by participants among the main determinants of investment attractiveness of a region or locality. In this context, local public authorities from rural areas referred to the poor road infrastructure as a barrier for investors to come in their region.
- **Barriers to the development of some economic sectors in Moldova.** Some economic sectors depend strongly and directly on the infrastructure, including transport and logistics. Moldova, being a small country on the border of the EU and CIS, has a higher potential for the development of these sectors that cannot be harnessed due to poor infrastructure.
- **The poor health of the population.** This issue was mentioned in relation to a lack of water and sewage infrastructure in the rural areas that generates additional financial constraints to them (see more in the Sustainable Environment and Rural-Urban divide sections).
- **Low access to information.** While the penetration of Internet is high, the penetration of broad-band internet is lower and therefore the population, especially in rural areas is less informed. Despite the access to other sources of information, this was mentioned by the youth, children and representatives of CSOs who consider internet as an important and a less manipulative media source.
- **Depopulation of rural areas.** A lack of infrastructure is also a reason for people to leave deprived areas. Migrants that participated in the on-the-ground consultations stressed the significance of the infrastructure in their decision to leave and the impact it may have on the rural areas in the medium-term.

Solutions for a change

In NRS, 22% of the population mentioned that in order to live better there is the need for higher investment in infrastructure. Focus-group participants also mentioned this and proposed several solutions:

- **More transparent public expenditures.** People believe that higher investment in infrastructure is possible, despite the budgetary constraints Moldova faces. A more transparent and accountable governance may channel larger funds into development of infrastructure. But every citizen should be responsible in holding the Government transparent and accountable.
- **More efficient management of public money.** Local public authorities expressed their concern regarding efficiency and transparency in spending public funds at a central level. They consider the public officials at a central level should be professionals and follow strict rules in distribution and spending of public money.

- **Better prioritization of the problems.** Most of the participants are aware of the budgetary constraints and the limited possibilities of solving all issues at the same time. People consulted mentioned that problems should be prioritized in a better way in order to achieve change quicker. LPAs and business representatives consider investment in infrastructure as a priority that should be solved firstly because it could attract private investment that will contribute to further improving the situation.
- **Closer consultations between central and local authorities, but also other stakeholders.** LPAs consider that the communication and collaboration between central and local authorities are deficient and often public funds do not target the most binding problems. They consider they have an informed opinion in this because they are closer to the population and are better acquainted with their problems.

Who should contribute to the change

In most of the cases the population expects the Government and the international donors to solve these issues, however, the role of business sector was also emphasized sometimes.

2.6. Knowledge based economy

Current situation

The share of persons employed in highly and medium-intensive technology and knowledge sectors is under 1%, compared to around 6% in the EU average. The share of technologically advanced exports was 5% in 2009, above the average for the CIS states, but much below the EU average. Other data available disclose a little-innovating Moldovan economy. In the Global Innovation Index Ranking Moldova ranks of the 50th place out of 141 countries in 2012, with a weaker performance in business sophistication, market sophistication, infrastructure and institutions. This is the result of the structure of the Moldovan economy and of the R&D policies promoted during the last two decades. An innovation-based economy requires not only more intense R&D activity, but also technological transfer and use of modern technologies in each sector of the economy, which is definitely not the case currently in Moldova. Currently, the draft Innovation Strategy of Moldova for the next period which is still under work contains many positive proposals aimed to change the situation. However, its successful implementation and achievement of positive outcomes depends on the reform of the general R&D framework too.

Problems identified

Innovations are seen by people as enabler of a more sustainable economic growth and mentioned as a possible priority for post-2015 period. In NRS 9.4% of the population considers that lagging behind in terms of technological development is one of the major risks Moldova faces in the long-term. During OGC, youth and children referred more often to this issue, which is an important factor differentiating them from the beliefs expressed by the older people consulted. The former perceive trends in the global economy differently and understand that Moldova can achieve growth and development only by implementing new technologies. Many stakeholders mentioned the need of using new technologies in different sectors, especially in the agriculture, in order to stimulate these sectors to grow.

Solutions for a change

Mentioned as a possible priority for post-2015, several general solutions were given in order to establish an innovation-based economy as the implementation of more relevant policies to support innovation, use of new technologies and higher degree of openness to foreign direct investment that is a potential source for the implementation of new technologies

Who should contribute to the change

The Government and business sector are the main agents expected to get involved in addressing this issue. However, an implication of academia is also welcomed.

3. Inclusive, tolerant and cohesive society

Trustful, participatory, inclusive, opportunities, participation, governance, better education system, objective teachers, new decent jobs, better incomes, practical learning, decent living, sustainable development, innovation, knowledge, better future, next generation,



3. INCLUSIVE, TOLERANT AND COHESIVE SOCIETY

Social inclusion is another issue mentioned often by the participants in the consultations. Many people feel being socially excluded for various reasons, such as poverty, a low level of education, ethnicity and personal views. Most of these issues find their roots in Moldova's inefficient policies, including its social policies. Some are nurtured by a low level of tolerance in Moldovan society, something indicated by some assessments. The participants in consultations consider that, despite reforms, social protection mechanisms remain inequitable: while some social payments are very low, others encourage laziness and put a higher burden on those who make real efforts to work. Also, with a very low average pension, some categories of population receive both pensions and salaries and in this way young graduates are crowded out of the labour market. The participants mentioned that they want to live in an educated (i.e. elevated) society respectful of basic social norms, tolerant and respectful. These aspects were more mentioned more often by children, youth and women.

The participants in the consultations mentioned seven aspects that should be included among the sub-priorities for Moldova after 2015.

3.1. Poverty

Current situation

Moldova has achieved some progress in eradicating poverty and hunger. All MDG 1 intermediate national targets on eradicating poverty and hunger for 2010 were achieved and most probably Moldova will reach the final targets for 2015. The proportion of people under the absolute poverty line was 21.9% in 2010 (while the target was 25%) and the proportion of people under the extreme poverty line was 1.4% (while the target was 5%). However, urban-rural discrepancies are high and the poverty level for rural inhabitants is way above the target lines.

Problems identified

Poverty is often mentioned by the population in the consultations as a challenge that will persist after 2015. The rural population is particularly affected by poverty, as it has fewer employment opportunities, the population employed in the agricultural sector whose revenues are very dependent on the climate and the elderly whose pensions are far less than living costs. But some people also think poverty is everywhere in Chisinau, the capital: *"The farther you are from Chisinau, the greater the poverty"* a woman from a rural area mentioned. Moreover, people see the risks of self-perpetuating poverty, because being poor implies being sick and less educated, which consequently only serves to increase the gap between the poor and the rest of the society: *"If you are poor, it means you are ill and less educated"* stated a representative of CSOs representing the LGBT group. Among the systemic inefficiencies and reasons generating poverty, people state most often:

- **Low pensions.** Most of the population thinks that low pensions are among the main causes of poverty in Moldova: *"The welfare of the people, especially the elderly and vulnerable, depends on pensions and social benefits which are very low, below the cost of living level"* was mentioned several times. Two-thirds of the respondents of the national survey agreed that the elderly are among the most disadvantaged groups of population, especially the elderly who live alone and cannot rely on support networks from family members and relatives. To survive, many pensioners look for work after they formally retire. Also, people talk about an unfair pension system: they consider agricultural sector workers are disadvantaged because their pensions are very low, while some other categories benefit from very high pensions, e.g. judges.
- **Low salaries.** More participants from disadvantaged groups mentioned low salaries as a reason for poverty. Some participants even ask themselves whether it is worth working for salaries that are half the cost of living. Public employees are among those complaining about the low level of salaries, including social assistants, teachers in rural areas, and local public administration staff.
- **Vulnerability of agricultural sector to the climate changes.** With many people employed in agriculture, the revenues depend on climatic conditions. What often happens is that the population works hard during the year but eventually losses are incurred if 'the climate goes wrong.'

- **Inefficient social policies.** Most of the population stated that social welfare benefits are very low. At the same time, some of the benefits are seen as detrimental by some people: for example more people agreed that the law on social welfare encourages laziness and does not reach the most vulnerable categories of the population.
- **Poor education.** This problem was mentioned by the Roma population consulted who consider that one of the reasons for their poverty is the fact they have not studied and, therefore, are ignored by the authorities, and cannot participate on the labour market and end up in poverty.
- **Discrimination.** Some population groups mentioned discrimination as a factor determining poverty. Labour discrimination against people with disabilities, people with HIV/AIDS and TB, and Roma population for instance leaves them without sources of income and they run a much higher risk of poverty.

Solutions for a change

Poverty is a complex problem and only general solutions were identified to address it. Some of the solutions mentioned in the sections above on the business climate and job creation are fully relevant for poverty reduction. Other opinions and statements referred mainly to:

- **Modernizing the agriculture and adopting a fairer agricultural policy.** A high share of the population is employed in the agricultural sector, so many participants emphasize the need for efficient agricultural policies in order to improve the situation of the population working in agriculture.
- **Reviewing the social protection policies.** The social welfare policy should help the most vulnerable people, however, many participants believe that social welfare does not ensure this. This opinion is shared also by community-level social assistants who work with the most disadvantaged categories of the population. At the same time the level of other social benefits should also be revised.
- **Ensuring access to education.** Some segments of the population consider that a better education may ensure a better life, including higher revenues and a route out of poverty. They consider it important to ensure access to education for everyone. They mostly refer to access of children to schools, but some of the participants also referred to the need of (re-)training adults with no education or with education irrelevant for current economic conditions.

Who should contribute to the change

Except for the central and local government who are expected to assume the main responsibility in eradicating poverty, some participants mentioned the important role of the business sector and of rich people from the communities to help the others. The CSOs are also seen as important agents of change as they can contribute to poverty eradication through the implementation of different projects.

3.2. The pension system

Current situation

The pension system in Moldova is organized based on a "Pay-as-You-Go" mechanism. A decrease in employment, emigration and an ageing population have significantly affected the stability of the pension system in the last two decades. Less than 40% of the working age population is currently contributing to the pension system. Since 2009, the deficit of the State Social Insurance Budget is massively financed through transfers from the state budget. While, the share of expenditures for pensions in GDP is close to the EU average, most of the pensioners receive a pension below the cost of living. The ratio between the average pension and average salary in the economy is around 26% compared to the recommended level of 40%. The ratio between beneficiaries and contributors to the pension system is almost 1:1, which is well below the sustainable level. The Government acknowledges the severity of the problem and have included it in the Medium Term Development Strategy "Moldova 2020" among other 6 priorities.

Problems identified

In the NRS, 64.1% of the population mentioned that in order for the population of Moldova to live well in the long-term there is a need for higher and fairer pensions and social benefits. As this issue was raised more often by the population above 59 years old (81.9% mentioned this issue), a high share of respondents referred namely to pensions. The issue was also stated more often by female population, those with lower educational qualifications and those closer to retirement.

The fact that in the OGC, the elderly were considered among the most disadvantaged groups of the population living worse than others is also explained by their low income.

The problems that emerged during the consultations regarding the pension system are:

- **A low level of pensions.** Most of the participants in the consultations discussed the level of pensions which is well under the cost of living. Several participants mentioned the disadvantaged position of agricultural workers who receive the lowest pensions in the country. However, some also mentioned that those who do not contribute to the pension system should not be entitled to pensions. This also refers to the workers in the agricultural sector, but also to migrants returning home at retirement age.
- **Unfair pension system.** Some of the participants referred to the unfair pension system: both in regard to their contributions before retirement and compared to other groups of population. Some people see a problem in replacement ratio used for the calculation of the level of pensions. Others referred to particular categories of population that receive much higher pensions and retire sooner. While only judges were mentioned in this category due to wider recent discussions on this topic in the last years, people thought there are other groups too.
- **Financially unsustainable pensions system.** As individuals, the participants in the consultations were more concerned about the above mentioned issues (level and fairness of pensions). However, in group discussions representatives of line-ministries, business sector, certain CSOs also raised the issue of financial sustainability of the pension system as a main concern in medium term.
- **Discrimination regarding pensions.** Though not often, some of the participants mentioned the gap in retirement age between men and women and more often between the general population and some categories of public employees.
- **Imbalances on the labour market.** Some of the participants in the discussions asked the question of how fair it is for pensioners to work. According to these participants, this way the pensioners fill the few jobs available on the labour market and restrict the entrance of youth on the labour market, while they receive both salaries and pensions at the same time.

Solutions for a change

The solutions proposed were:

- **Improve the situation on the labour market.** Most of the participants think that it is necessary to increase the pensions in order to escape poverty and ensure a better quality of life for a larger share of population. In first place they see a direct connection between the situation on the labour market and the levels of pensions.
- **Changing the financing of the pension system.** Only a few participants went deeper into the problems of the pension system mentioning that introduction of the private pensions (in a multi-pillar pension system) is necessary for the sustainability of the pension system in long term.
- **Revision of some principles of the pension system.** These referred to different opinions regarding the replacement ratio, age for retirement, the different treatment of several categories of the employees/pensioners.

Who should contribute to the change

In the opinion of the participants the Government has the main role by defining policies and by manifesting political will for a change. But also business sector is also responsible for creating formal jobs and declaring employees and salaries, so that the burden on the pension system decreases in time.

3.3. Social protection policy

Current situation

The social protection system in Moldova provides several types of cash benefits regulated by various legislative and regulatory acts. Eligibility for many benefits continues to be category-based. Only in the case of child benefits from the age of 1.5/3 to 16 years old, material aid from the Republican Fund for Social Support of the Population and of the newly adopted social aid the benefits are granted based on means-tested mechanisms. Social benefits are an important source of income for a large group of vulnerable families and people. Almost 30% of households receive social assistance benefits. Since 2007, the development of the community-level social services system started and a network of community social workers was created.

Problems identified

Regarding the social protection the people were more concerned about the following issues:

- **Low level of social benefits.** This was mentioned in the same context with low pensions. While the overall opinion was that all social benefits are low, more participants referred to low allowances for children and persons with disabilities that represent a particularly important issue.
- **Inefficient law on social welfare.** Many participants in the OGC, including community social workers consider that the social aid does not reach all the vulnerable and, moreover, it often fails to reach the most vulnerable. Another idea mentioned was that the law on social aid promotes laziness: *"Social welfare encourages laziness in villages. The beneficiaries of social welfare are those who do not want to work, while we ... the state employees pay taxes to support them"* a teacher said While some people work hard to earn a basic salary, others receive almost the same money for doing nothing.

Solutions for change

The connection between problems in social welfare policy and labour market is even stronger. Certainly, in order to increase social benefits there is need for higher contributions in the State Social Insurance Budget. Moreover, the improvements on the labour market will significantly reduce the number of people requiring social assistance aid and other benefits. Therefore, job creation is again the main solution for change. The wide implementation of means-tested approach to the social benefits and giving up the category-based allocations is also important for a more efficient and fairer distribution of the social means, according to the opinion of the participants in the on-the-ground consultations.

Who should contribute to the change

The Government is considered to be the main actor who should get more involved in solving these issues. Also, several groups attached a particular importance to the role NGOs and other CSOs may play in implementing projects and providing some type of social services and support to those in need.

3.4. Social Inclusion

Current situation

According to the survey conducted in 2011 by UNDP for the Regional Human Development Report entitled "Beyond Transition: From Social Exclusion to an Inclusive Human Development in Eastern Europe and CIS countries", 21.6 % of respondents considered themselves as being excluded from society. Small town residents, women, elderly people more often feel excluded compared to others.

Problems identified

While mostly discussed in relation to incomes and social protection policies, three types of exclusion which are of concern to the population may be identified as result of the consultations:

- **Economic exclusion.** This derives from very low incomes and poverty. When participants were asked to mention if there are significant and increasing gaps between different groups of population, almost everyone mentioned the gap between rich and poor (which to a certain extent, but not entirely,

overlaps with rural-urban divide). Economic exclusion is also considered to be the reason for other types of exclusions as being poor means that you are less educated and ill, which does not allow you to escape this vicious cycle.

- **Exclusion from social services.** The participants referred to the exclusion from education, health, social security services. The most affected are poor individuals, rural inhabitants who sometimes lack these services in their community, persons with disabilities who are ignored by authorities: *“Local and central public authorities should honour their obligations and ensure the access to public places of persons with disabilities. Also, it is necessary to establish a sanction mechanism for non-conformation to the mentioned issue.”* mentioned a representative of person with disabilities group.
- **Exclusion from the decision-making process.** While many participants consider that the population is passive and indifferent, some respondents stated that they would like to participate more in the decision-making process but are ignored. This was stated by some representatives of vulnerable groups who mentioned that being poor also means that your ideas are not considered in your society. Children and youth consider they have many good ideas that may contribute to a change in their schools or even at higher level, but they are never consulted. *“Persons with disabilities have lower or no access to education, health, jobs and political life”* was another opinion of a representative of person with disabilities group.

Solutions for a change

In order to solve the problem, the participants in the consultation mentioned the need to:

- **Adopt the necessary legal framework and implement it.** Social inclusion depends primarily on the legal framework and institutional mechanisms used for its implementation, in the opinion of participants. It is thus important to ensure access to different social services as health and education for every citizen.
- **Educate a more tolerant, non-discriminating and cohesive society.** This issue was especially raised by human rights representatives and representatives of CSOs representing LGBT people.
- **Change social protection policies.** In addition to financial measures used by social protection policies, other tools should be implemented in order to ensure integration of the vulnerable groups in the social processes. Vulnerable groups should be ensured with access to education, health and other social services, so that they are able to escape this status, and not only use the social allocations for basic consumption needs with no effect on his/her future conditions.
- **Reform of the health insurance system.** Many participants in OGC identified a direct link between social inclusion and the health status of the population. They consider that the poor health status is a barrier to social integration of a person. In this context, the inefficient health insurance system was mentioned several times. Therefore, several proposals from representatives of the SMEs, CSOs and family doctors came aimed to increase the coverage of the health insurance system, to motivate the taxpayers to contribute and to increase the quality of healthcare system.
- **Efficient policies for social inclusion of persons with communicable diseases.** Representatives of the CSOs in the health protection field mentioned the increasing number of people getting infected with HIV, TB, hepatitis, etc. and the problems they face in the society. According to the participants the national policies do not cover sufficiently this aspect. In this regard, some of the participants also mentioned the issues of information and prevention of these diseases.

Who should contribute to the change

For the elaboration and implementation of the proper legal framework the participants expect the Government to be the main factor of change. The participants also mentioned the role of CSOs in ensuring that social inclusion of the population takes place and the church by its implication or non-implication in these issues.

3.5. A tolerant and non-discriminatory society

Current situation

Generally the level of tolerance in Moldovan society is very low. The most recent data from the Socio-Political Barometer in September 2012 show a high intolerance towards several groups in the population, identified by the question "Would you accept as neighbours ...?". Thus, the highest intolerance was against drug users (84% of people would not accept them as neighbours), sexual minorities (79%), HIV/AIDS infected persons (70%), Roma population (65%), Muslim population (55%) Jewish population (45%) and populations of other races (40%). Moreover, there are frequent discrimination practices, including on the labour market of these groups, but also toward women, youth, and the elderly due to loopholes in the legislation and more frequently, due to violations of existing laws.

Problems identified

Very often the participants in the consultation mentioned that in order to live better they need to live in a more tolerant society. In the national representative survey 13.3% of respondents mentioned this. This was more frequently stated by the older population and the urban population. More than 11% of the population considers that discouragement of the discrimination is a precondition for a better life in the long term. This is more frequently invoked by young people, more educated people and urban residents. Generally, when talking about an intolerant society, people referred to several aspects:

- **Discrimination on the labour market.** This was mainly stated in the relation to women, youth and individuals close to retirement age that either are not hired or receive lower salaries, or, as in the case of youth, are likely to get informal jobs.
- **Intolerance of the population towards several groups.** These groups were mentioned above (HIV/AIDS infected, Roma, LGBTI representatives). The intolerance of the society comes from its low level of awareness about these groups and from lack of good behavioural examples from the elites in this respect.

Solutions for a change

Most of the solutions proposed were similar to those mentioned in social cohesion context.

Who should contribute to the change

Those who mentioned the problems of discrimination and intolerance in Moldovan society think that this is a complex issue that might be eliminated only by the involvement of each stakeholder: the Government for the proper legislation and protection of human rights, the CSOs by supporting those who are discriminated and by informing the general population, teachers by educating a correct attitude towards the discriminated groups, mass-media by helping the information to reach the public, every citizen by fighting for his own rights, international community and especially EU by monitoring the implementation of the policy, and the family, which is the basic social cell where the personal attitudes are shaped.

3.6. Educated society

Current situation

It is difficult to measure the level of cultural elevation of a society. While the level of education might be considered a proxy, the general perception of the population is that the society gets less educated from the behavioural perspective despite an improvement in enrolment in the education system in the last decade.

Problems identified

Many participants in the consultations expressed their discontent towards the level of elevation of our society. In the national representative survey 23.6% of the population stated they would need a more elevated society to live better. This was more often mentioned by women, youth, and more educated and urban inhabitants. During the OGC this issue was also raised many times, especially by women, children

and the youth. The most widespread idea is that this problem is the outcome of the migration, with many children not being raised up by their parents. *"Parents chose to have a better life financially to the disadvantage of their children: they tend to replace their love and care through money that is irrelevant for their education"* one teacher said. Poverty is mentioned as another reason, as people concerned of getting their basic needs may be less concerned with behavioural aspects. Overall people want a society where everybody helps and respects each other, where the population does not use bad language, where they do not throw rubbish on the streets and where alcohol and cigarettes are not readily sold everywhere (as children mentioned).

Solutions for a change

The two solutions mentioned for achieving the change in this direction are:

- **Education within the family.** As mentioned above, the values of a person are primarily created in the first years of the life according to the view of most participants. Therefore, in order to have an elevated society it is needed to induce these values from the very young age.
- **Good behavioural examples from the elites.** Several participants consider that the society is less elevated because there are also no good examples from the elite. This inevitably has a negative impact on the behaviour of the general population. *"When the state officials behave this way – in an uncouth manner – how can we expect society to behave any better?"* a representative of CSOs active in water, energy and environment protection areas said.

Who should contribute to the change

This is a change that can be achieved only by the contribution of every member of the society and every stakeholder in the opinion of most of the participants. The family should play the main role. Also, during the national validation workshop, the participants mentioned the role of media in promoting an educated society, especially through promoting positive examples in Moldovan society. According to participants, there are many positive experiences in Moldova, but the media ignores them.

3.7. The gender gap

Current situation

Women's educational achievements, which are higher compared to men, especially for younger women, are not reflected in the economic, social and political participation of women. This is partly seen in the lower labour force participation rate for women and the low percentage of seats they hold in Parliament. The share of parliamentary seats held by women has fallen from 24.7 percent in 2009 to 18.8 percent in 2011. At the local level the situation has slightly improved following the 2007 and 2011 local elections. Achieving the MDG3 target of increasing the women's representation in decision-making positions remains a challenge for Moldova. The wage gap declined in 2006-2008; however it remains significant (23.9 percent) because women either work in lower-paid sectors – education, healthcare or services - or occupy lower-paid positions. The limited economic opportunities for women are reflected in the Economist Intelligence Unit's Women Economic Opportunity Index, where Moldova receives only 51 points (of the maximum of 100) and is ranked 60th.

Some of the gaps are approached by the National Program on Gender Equality for 2009-2015 through taking on the commitment for the adherence to the relevant instruments in the context of European aspirations. This particularly refers to some EU directives that need to be fully implemented as not all of them are currently reflected in the legislation of the Republic of Moldova: The directive on equal pay for men and women; Equal treatment of men and women in employment; Equal treatment of men and women in occupational social security schemes; The Pregnant Workers Directive; The Parental Leave Directive, etc.

Problems identified

The gap between women and men was identified among the most significant three disparities in Moldovan society during the OGC. While in the NRS, women are considered to be among the most disadvantaged group by 6.6% of the respondents, during the OGC this topic was widely discussed, the participants referring

to different aspects of this gap. Several participants at the national validation workshop considered the gender gap so important that it should be a separate priority. The most often stated aspects refer to:

- **Different types of discrimination on the labour market.** The discrimination women face on the labour market was most often mentioned during the consultations. Firstly, this refers to **employment opportunities**. Besides the fact that some jobs are not suitable for women, many participants, not only women, referred to the reluctance of many employers to hire women. *“Women are discriminated against in employment because they have small children or might get pregnant”* a community social worker said. Secondly, they referred to **the lower salaries** for women due to different reasons as jobs in lower-paid sectors or even lower salary for the same job performed. Thirdly, the participants referred to **lower opportunities to advance in the career**: *“All administrative positions that are well-paid are occupied by men”* stated a family doctor. At the same time, several groups stated that these types of discrimination are less evident nowadays. Among them are urban employers, academia and several migrants.
- **Low share of women in the political life.** *“This is obvious looking at how few women are in the Government”* said a representative of CSOs active in water, energy and environment protection areas. While some of the participants regarded this aspect as related to the discrimination on the labour market, most of them referred expressly to the low share of women in political life which means discrimination but also have negative consequences for the whole governance act: *“Women are more responsible than men. Their mindset and priorities are more relevant for the development of Moldovan society than those of men”* stated a representative of rural SMEs. Nevertheless they are not involved in the political life: *“Some consider they have lower administration skills, which is not true”* mentioned a representative from persons with disabilities group.
- **Policies, and particularly social policies not targeting well the women population.** Moldova has a negative natural growth rate and several participants to the consultations blame the policy framework for this fact. Many participants consider that inefficient policies and the persistence of discrimination on the labour market, which is not fully eliminated, are additional reasons for low birth rate in Moldova. Social policies not supporting enough mothers (i.e. low benefits) are also mentioned among the determinants for not having children.
- **Discrimination at home.** Women usually perform more work at home in housekeeping consider many of the participants in OGC: *“Even if they have a job, they are more burdened, as they work more at home: cooking, raising children”* said one participant from the youth vulnerable group or *“Women have double responsibilities: at work and at home”* said a representative from persons with disabilities group. *“Even if the woman has a job, the man is the head of the household. He continues to run the household.”* a community social worker suggested. These are the results of the traditional society and stereotypes in the society in the opinion of most of the participants.
- **Migration among women.** While men represent the largest share of the emigrant population, many participants stated that women leave more often for long-term periods, while men mostly leave for seasonal works. This has a more significant negative impact on the children according to many participants in the consultations. At the same time several migrant women state that in the case one parent is abroad, the other has the double role of man and woman in the family.
- **Domestic violence.** This issue was mentioned by women, but also by other groups of population, especially representatives of CSOs. Some of them state that the main reason for domestic violence derives from poverty, although lifestyle risk factors (which may lead to alcoholism for instance) also could be identified during the discussions as reason for domestic violence.
- **Differences in values.** As already mentioned before, women put more emphasis on social aspects for a better life than men: access to education, healthcare, tolerant and educated society, but also environmental issues. They think a change to better is possible in Moldova through these factors. Women also state more often than men that the change in the society depends on every person and particularly on the family. Many of the male participants in the OGC agreed that this might be the right approach in case of Moldova as women values are higher.

Solutions for a change

As the gender gap is determined mainly by the traditional society Moldova still represents, it will take a long time until this problem can be fully solved in the opinion of the participants. The solutions proposed refer to:

- **Changing the mindset of the population.** This is the most difficult part as it requires time and involvement of each citizen: men and women, employers and employees, state officials and politicians, etc. Some of the participants think that solving some economic problems may reduce the gap, others state the gap is already decreasing.
- **Implementation of the right policies.** Some reference to the ratification and enforcement of conventions against women discrimination were made during the consultations. Indeed, not all conventions are ratified by Moldova and the enforcement part is even weaker.

Who should contribute to the change

The state should be responsible for the policy implementation part, while every person should be involved in the change of the mindset of the population and to contribute to the enforcement of the laws. The family should have the main role.

4. Sustainable environment

Trustful relationships, equal opportunities, community participation, governance, better education system, objective teachers, new decent jobs, better incomes, practical learning, decent living, sustainable development, innovation, knowledge, better future, next generation,



4. SUSTAINABLE ENVIRONMENT

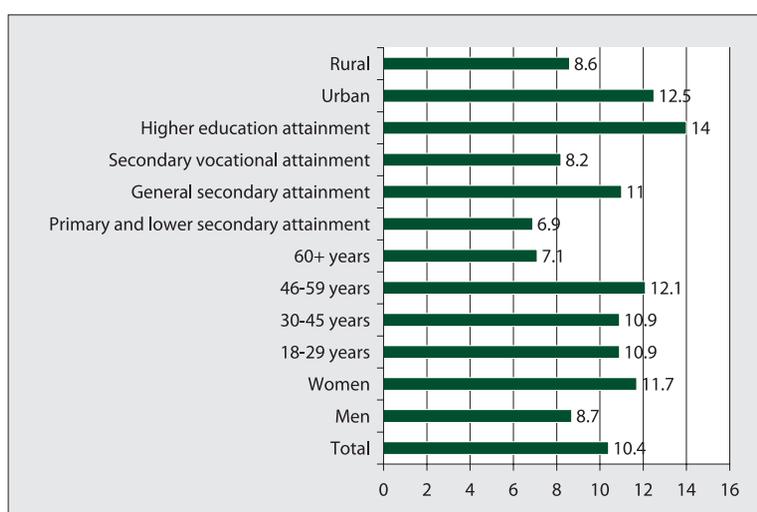
Environmental issues were also often mentioned during the consultations. Most of the population, when referring to environment issues, links them to repercussions on their health status. The health status of the people is seen as worsening due to the polluted and unhealthy environment they often live in and the problematic access to infrastructure. Rural inhabitants are the most affected as many of them lack both access to clean water, and water and sanitation systems- influencing negatively their health - and to high quality health services. Other aspects, such as air pollution, soil erosion, increase in forest areas and efficient use of natural resources were also mentioned by the participants of several stakeholder groups dealing directly with these issues. In NRS 20.7% of the population said that in order to live better they need a cleaner environment. Women, young and more educated population were more inclined to give this answer.

In fact, while currently not a very large pollutant, Moldova risks to be a higher polluter in the future assuming that the economy grows. This will further affect the health status of the population. More than 10% of the population, according to NRS, considers that the deteriorating environment is among the highest risks that Moldova will encounter in the long term (Chart 13).

CHART 13. **Frequency of answer „Degrading environment” to the question “Which do you think are the biggest challenges Moldova will face in the long-term?”, by groups of population, %**

Since 2011, the elaboration of the National Environment Strategy for 2012-2020 has taken place. The draft strategy covers all issues mentioned during the consultations and some additional aspects. However, the delays in the approval of the strategy and lack of sufficient resources represent barriers to the immediate and even medium-term settlement of environmental problems.

During the consultations, participants highlighted three important issues in the area of sustainable environment that should become priorities for Moldova after 2015.



Source: NRS conducted in January 2013 by sociological company CBS-AXA;

4.1. Access to water and sanitation systems

Current situation

Water and sanitation infrastructure are among the poorest among all other types of physical infrastructure. The progress in ensuring access to water and sanitation infrastructure has been slow according to MDG 7 implementation reports. The share of people with permanent access to safe water was 55% in 2009, while the target for 2010 was 59% and for 2015 it is set at 65%. The share of people with permanent access to sewage systems was 54.6% in 2011, above the target set for 2010. The share of people who have access to sanitation systems was 45.9% in 2008, under the intermediate target for 2010 of 51.3% and the target for 2015 of 78.8% is unlikely to be achieved. However, even these data are too optimistic as they refer to the mere existence of water and sanitation system in a certain locality and not necessary to the access of population to the infrastructure. Often, only institutions such as kindergartens, schools, and town-halls are connected to the water and sewage systems. The data on the deprivation of the population show that only a quarter of the rural population had proper access to water system and less than 10% of rural inhabitants had access to sanitation system in 2009. Moreover, the state of the water and sanitation systems is bad, with around 50% of water systems and 25% of sanitation systems of satisfactory quality. Most of the people from

rural areas use the water from wells, but only about one-third of the water is estimated to correspond to health standards.

In 2012, the Strategy for water supply and sanitation of the Republic of Moldova was updated. But, similarly to the draft Environment Strategy, public funds are insufficient for even partially solving this problem and the strategy relies heavily on external funds. In fact, during the last years, many external donor organizations and bilateral donors worked in the field of water and sanitation systems in Moldova, implementing several projects and contributing with significant funds. However, given the tremendously poor infrastructure, the situation has not changed dramatically.

Problems identified

During the consultations, the problems mentioned by the population in respect to this issue were:

- **Low access to water and sanitation systems.** This issue was mentioned by almost all stakeholders. It affects very much the rural population. While more participants in the consultations stated the lack of access to water as a more binding problem, some of the stakeholders such as LPAs, CSOs and migrants mentioned that poor access to the sanitation system is not less important, but people just do not realize it. *"For Moldova, especially for rural areas, access to water and sewage system should be more important than the access to gas"* said an emigrant in Portugal.
- **Poor quality of water.** Not only access, but also the quality of water from wells was discussed by several participants, which is not perceived as a problem by a large part of the population, but its negative impact on the health status of the population is overwhelming. *"Besides the poor access to water, the poor quality of water is another problem. While some actions for the improvement of the quality of water were carried out, they are insufficient"* stated one representative of CSOs active in water, energy and environment protection areas.
- **The impact on health.** Environment-related issues were mentioned most of the time in correlation with the health status. The population acknowledges that poor access to water and sanitation systems affect their health and this was a serious concern of the rural population. Moreover, several participants mentioned that the degrading quality of other environment (air, soil) will also have a more significant negative impact on the health of population in the future. *"There are cases of different diseases in Moldova related to hygiene. If to refer to the water we drink, its quality depends on the climate, but also on the quality of groundwater which comes from the polluted ground. Our state can influence this aspect, but..."* said one emigrant in Portugal.
- **Inefficient use of water.** Few participants in the consultations, mostly representatives of environmental CSOs, mentioned that the water is a scarce resource in Moldova and it is not used efficiently.
- **Negative implications on other environmental components.** With missing sanitation systems, much of the polluted water is discharged directly into rivers and lakes, with further negative implications on other environmental components.

Solutions for a change

Several participants stated that the problems derive from the poor policies in the environmental area or from ignorance. Therefore, they said a serious approach is needed regarding these issues and a better prioritization of the problems at the Governmental level is equally imperative. Other specific solution were:

- **Higher investment in water and sewage infrastructure.** This topic emerged often during consultations, some participants even stated that water and sanitation is more important than roads or gas infrastructure, so they should be given priority.
- **Increase awareness of the population.** While access to water is recognized as a problem by most of the citizens, they complain less about access to sanitation system. Some of the participants consider that this is due to lower awareness of the negative implications of missing sanitation. The population should be informed about these implications so that the pressure on government for solving these issues is higher.

Who should contribute to the change

The Government, including local governments, is expected to play the main role in developing infrastructure. At the same time, citizens and business sector should be more responsible and not to pollute the water resources. Also, people expect international donor organizations to help Moldova in improving the water and sanitation system.

4.2. Waste management

Current situation

Moldova suffers both from large stocks of accumulated waste and from its chaotic placement. Many landfills are located in the villages or nearby, close to rivers and wells. Most often the waste is deposited directly on the soil. Moreover, many of the landfills do not meet sanitary-hygienic and ecological criteria, do not have platforms designed according to the standards, fences, security services, recording and monitoring of waste stored. While in the last decade the situation improved, the share of unauthorized landfills is still about 50% covering about 30% of the total surface of the existent landfills (data from 2009).

Problems identified

Waste management is seen as a serious problem only by several groups of participants: environmental CSOs, LPAs and migrants. *"This is a problem often discussed at the state level, but with no solution by now"* mentioned one representative of CSOs active in water, energy and environment protection areas. They referred in the discussions to the negative implications on the health status of the population and on the pollution of other components of the environment, including soil and water. Also, some of the participants mentioned the poor educational environment and the negative consequences on the environmental state of the country.

Solutions for change

As in the case of deficient access to water and sanitation systems, the solutions proposed included a more serious approach regarding these issues at policy level and raising awareness of the population regarding the negative implications of poor waste management. The recycling was raised as solution by migrants only. They have seen this abroad and think it is important to be implemented everywhere as this option might significantly reduce the pollution.

Who should contribute to the change

In the case of waste management, the Government and the citizens have an equally high role, according to the opinion of the participants in the consultations. However, the role of external partners is also emphasized: *"In some rural areas there are dangerous chemical substances deposited. Local authorities do not have the necessary capacity to solve these problems without external support"* considers one representative from persons with disabilities group.

4.3. Energy

Current situation

Moldova is highly dependent on the imports of energy resources (about 95% of the total consumption). At the same time, the utilization of energy resources is inefficient, with high losses in the process of distribution of electricity and heating. Moldova is among the states with highest energy consumption per unit of GDP. In 2008, the GDP per unit of energy use equalled 3.8 constant 2005 USD per kg of oil equivalent, while in European Union the corresponding level is 8.2. At the same time, with only 2.8% of total energy supply coming from replenished natural processes in 2007, Moldova is well below many European countries. Thus, limited domestic energy resources and poor efficiency in energy use generates significant level of energy poverty and creates significant hindrances for Moldova to achieve a more sustainable development. The medium-term national development strategy "Moldova 2020" takes into account this issue and included among the priorities "Energy: Delivered safely, Used Efficiently". Also, in 2012 the Government approved the Energy Strategy until 2030. The strategy is based on three objectives: security of energy supply, creating

competitive markets and their regional and European integration and environmental sustainability and combating climate change.

Problems identified

While in NRS 61.3% of the respondents stated that expensive energy resources are among the main challenges Moldova will face in the long-term, only several stakeholders mentioned the energy problems during the discussions: representatives of line ministries, representatives of CSOs in environmental protection, academia, UNDP staff and representatives of the LGBT group. They mentioned two important problems:

- **High dependence on imports of energy.**
- **Poor diversification of energy resources.** The representatives of environmental CSOs mentioned that Moldova has some renewable energy resources and can ensure about 4% of the energy resources for the country.
- **Poor energy efficiency.** While during the consultations, most often the participants referred to the high energy prices as one of the most prominent risks for Moldova in the long-term, therefore implying poor energy efficiency, several participants, mainly representatives of the CSOs active in water, energy and environment protection areas, mentioned directly the energy efficiency problem in Moldova.

Solutions for a change

The problem of energy resources is very complex and the participants to discussions acknowledge that this is not an easy task. The solutions identified by the population the need to de-monopolize the energy market, the energy resources should be diversified with higher use of renewable energy and the energy security should be ensured. However, there were no more specific solutions discussed.

Who should contribute to the change

For the general solutions mentioned above, the Government is expected to have the main role in their implementation, with the help of external partners.

5. Rural - urban divide

Trustful, equal opportunities, participation, governance, better education system, objective teachers, new decent jobs, better incomes, practical learning, decent living, sustainable development, innovation, knowledge, better future, next generation,



5. RURAL - URBAN DIVIDE

The rural - urban divide is underlying all above-mentioned issues. While more types of disparities (men versus women, rich versus poor) were mentioned in the consultations, the significance and scale of rural - urban divide are much higher for at least three reasons:

- The share of population considering that rural inhabitants are among the most disadvantaged is the highest, with 24.6% of the respondents to the NRS indicating this fact;
- Compared to other disadvantaged groups mentioned in the survey, the rural population is the largest one, with 58% of total population in Moldova. This is a high share compared to the other countries in Europe. Moreover, the national performance in MDG achievements shows a significant gap in the progress for most of indicators between rural and urban areas. Thus, most of the MDG national intermediate targets were achieved for urban areas and not yet achieved for rural areas. These refer to: poverty rates, access to general compulsory education and environmental sustainability;
- The problems related to the rural-urban divide are so complex, that it will be difficult to solve them in the short-term. This divide originates from deeply-entrenched historical, traditional and cultural realities. Most probably, it will persist in the medium and long term. Nevertheless, the interventions are necessary and urgent, as most of the participants mentioned during the consultations.

While no strategy for rural development exists currently, some other national strategic documents approach this issues. Thus, the three Regional Development Strategies (North, Centre and South) aim to ensure the development of these regions and, particularly of the rural areas. All strategies stipulate the support of private business sector in rural areas and investment in infrastructure as main pre-conditions for rural development and tools for narrowing the rural-urban gap. The decentralization reform which is on the Government's agenda since 2009 is also expected to have positive outcomes on the rural development. The Decentralization Strategy has been approved in 2012, but its implementation may take a long time due to difficult issues, such as the necessity for a territorial-administrative reorganization that needs to be resolved. Moreover, some of the national sectoral strategies put special emphasis on rural development (e.g. for SME sector for 2012-2020).

Four key inequalities between the rural and urban populations were identified during the consultation process, which are also reflected in Moldova's social and economic realities.

5.1. Inequalities in incomes and endowment

- **Lower incomes of the rural population.** The average disposable income of a rural inhabitant was 34% lower compared to an urban one in 2011 and 15% below the subsistence level. This is the consequence of limited job opportunities and a high dependency of income on volatile factors. Many people work in the agricultural sector, but their income depends on the climate, with droughts and floods already seen as something normal rather than exceptional for Moldova. The pensions of the rural population are also lower, due to their low contribution to the social security fund. Therefore, it is not a surprise that in the NRP the lack of higher incomes for living better was mentioned more often by rural population compared to urban population (by 5 p.p.). Moreover, this determines higher migration from rural areas: *"The population from villages leaves abroad. People have no choice given the high poverty in the rural areas"* said a vulnerable youth representative. Another opinion was that communities that are farther from Chisinau are more disadvantaged: *"The further you are from Chisinau, the higher the poverty is"* said one woman from a rural area.
- **Poor infrastructure.** In the NRS 26.2% of the rural population stated that in order to live better they need better public infrastructure, which is 10 p.p. above the perception of urban residents. This can be understood in the context of the bad quality of roads in the rural areas – provided roads exist at all. Also, only one quarter of the rural population has access to tap water and less than 10% has access to sanitation. This has serious implications on their health and opportunities.

5.2. Inequalities in opportunities

Often, the rural inhabitants mentioned the limited access or lack of public services and other facilities during the consultations. *“Services in urban areas are more diversified and more qualitative, while in rural areas they are absent”* said a woman from rural area.

- **Access to education.** The enrolment in mandatory education is lower in rural areas compared to urban areas. Gross enrolment rate in primary education is 100.9% in urban areas, and only 90.5% in rural areas; gross enrolment rate in lower secondary education is 95.4% in urban areas compared to 87.3% in rural areas. The highest gap is between enrolment in pre-school education with 88.8% gross enrolment rate in urban areas and only 63.6% in rural areas. Many participants in the consultations mentioned that schools are absent or being closed in their villages. Also, the children from rural areas are considered to be more disadvantaged as frequently they work with their parents, skip classes or dedicate less time to school, which reflects later on their school performance.
- **Access to healthcare services.** Firstly, the rural population seems to be less healthy due to different reasons, including a lack of access to water and sanitation systems, waste landfills located nearby, social attitudes, a lack of awareness, and higher alcohol consumption per capita. Secondly, they also have lower access to health care services. Many participants in the discussions mentioned the fact that doctors are available only several days per week in their village, others mentioned that it is too expensive to visit a doctor. *“In emergency cases, you cannot wait for the day the family doctor will be in the village ... you risk to get complications or even die if you don’t take the necessary medicine”* a woman from rural area stated. The latter aspect is more binding for the rural population due to higher share of uninsured rural population. All these factors influence negatively the health of population and the gap in life expectancy that is about 4 years lower for rural inhabitants. *“The state of health of rural population is determined by poor quality of health services there and the impossibility to access the health services at longer distances”* stated a representative of LPA. Moreover, rural inhabitants complained more often not only about the access, but also quality of healthcare services.
- **Access to administrative services.** The mayoralities are entitled to issue only certain certificates and documents for citizens and businesses. For most of the certificates and different registration procedures, including in setting a business, rural residents should travel to district centres or to the capital city. Certainly, it is impossible and not recommendable to have all these services in every village, especially given the fragmented territorial organization in Moldova. However, this fact implies higher costs (time and financial costs) for the rural population. Moreover, the e-governance services are not widespread, they are costly and not many rural residents are connected to internet.
- **Access to information.** The mass-media is concentrated mostly in Chisinau and local media are underdeveloped. Thus, the rural population is informed from fewer sources: TV channels, newspapers and they are easier to be manipulated by politicians as many participants in the discussions mentioned.
- **Access to the internet.** In the context of the two above mentioned issues, the access to internet is important. While internet connections are available in the whole country, internet providers operate in rural areas and the cost for internet is too high for many rural residents. Therefore, their access to information and possibilities to develop are limited.
- **Access to consultancy and financial services.** As in the case of administrative services, these are not available in the rural areas most of the time, which makes the operating costs higher for rural residents.

5.3. Inequalities in performance

The inequalities in income, endowment and opportunities have a significant impact on the performance of the rural areas.

- **Fewer enterprises are created in rural areas.** Due to a lack of infrastructure and additional costs there are fewer enterprises in the rural areas. The existing enterprises are either in agricultural or retail trade sector that are less profitable and generating lower value-added.

- **Fewer jobs.** Consequently, there are fewer jobs for the population and most of the existing jobs offer very low salaries. *"If there are any jobs in the villages, these are seasonal and low-paid"* said a community social worker. Moreover, a large share of jobs is informal and, therefore, people are also excluded from social and health insurance schemes.
- **The lower performance of the human capital.** The lower access to mandatory education, the lower quality of education and lack of extra-curricular activities in rural areas result in worse performance of students at next education stages. The skills and level of competence of those who remain in the villages are inferior and there is a lack of qualified labour force in local public administration and social services that would be able to contribute positively to the village development.
- **Fewer NGOs** in the rural areas, where their need is the highest. While people in rural communities need more services, information, defence for their rights, local authorities need more partnerships with the NGOs in order to solve the existent problems and encourage the development, these are missing as only a few of the energetic youth able to drive an NGO development settles in villages.

5.4. Inequalities in attitudes and values

Generally, the consultations indicated a large gap between the mindset of different parts of the population, which serves as a significant barrier in eliminating other types of inequality:

- **Different needs.** The rural population is primarily concerned about their basic needs (incomes, access to water, access to roads, access to health services) and is less concerned about social needs (more active social life, well-educated society, tolerant society).
- **Lower level of tolerance.** Urban residents mentioned twice as often as rural residents, their need to live in a more tolerant society. They also referred more often to the need to discourage discrimination. Indeed, the data from the socio-barometer opinion from September 2012 show a much higher intolerance of the rural population towards all reference groups.
- **Lower participation in decision-making.** Even during the consultations, the participation in online survey showed that urban residents are more active (this could also be partly attributed to the enhanced access to internet in urban areas) and the same is valid for the participation in decision-making process. In the NRP urban residents stated more often the need to participate in the decision-making process at local and national level than rural residents (11.1% vs. 7.4%). Participation ensures partly a better life for the urban inhabitants, who know their rights better and defend them more actively, while rural inhabitants are more accepting regarding the violation of their rights.
- **Lower ecological education.** Also, rural inhabitants mentioned less frequently in the NRP the need for a cleaner environment in order to live better. However, during the on-the-ground consultations this issue was raised relatively often by rural inhabitants. Nevertheless, they referred more to the negative impact of a polluted environment and less to the fact that some of the environmental issues faced by the rural population are determined by themselves: people throwing the trash everywhere, a lack of recycling habits.

SOLUTIONS

In the current context, the depopulation of villages has become a real threat for Moldova. The solution stated during the consultations were:

- **Investment in infrastructure.** In order to attract investment in rural areas and improve the health status of the rural population investment in infrastructure is crucial. This was stressed by all participants in the consultations.
- **Improving business climate, especially aspects related to agriculture.** A more attractive general business climate in the country will have beneficial effects on the business activity in the rural areas too. However, special attention should be given to the regulatory aspects in the agricultural sector (such as subsidy policies) and agriculture-related industries and services that will generate higher value-added, ensure higher incomes for the rural population, and provide more jobs.
- **Promotion of entrepreneurship.** Along with an improvement in the business climate, it is necessary to promote entrepreneurship. Some of the participants mentioned that they might invest the remittances that come from the family members working abroad, but need more information and skills in order to do this.
- **Decentralization.** This aspect was mentioned by the LPAs as they consider that currently there are no real levers for the LPAs to ensure the development of their municipality and to attract investment. Their financial resources and responsibilities are very limited and their incentives are very low. In this context, the need of territorial optimization was also mentioned, many participants being aware of the costs related to too fragmented territorial organization and too small municipalities that do not have a chance to develop.
- **Better collaboration between central and local authorities.** This issue was also raised by the representatives of LPAs. They consider that there is no real consultation process between the central and local authorities in the decision-making process. At the same time, they think that LPAs know better what the real needs of the populations are and what the priorities for the country should be.
- **Better collaboration between local public authorities and CSOs.** By exploitation of their more advanced capacities and by partnering with the local public authorities Moldovan NGOs could bring an important contribution to the rural and regional development in the opinion of the participants to the national validation workshop. This partnership can be particularly fruitful to overcome the existing human and financial resources shortages which limit the possibility of Moldovan local public authorities from participating in cross-border projects and accessing EU funds.
- **Youth policies.** Most of the respondents see the youth as the only chance for the villages not to disappear. Policies promoting the youth, not necessarily only in the rural areas, are important. The youth should be offered more facilities, should be trained better and should be consulted more often so that change may be achieved.
- **Change the approach for rural development policies.** While most of the participants have mentioned the need to increase investment in infrastructure and public services in rural areas, there were some contradictory opinions that emerged during the national validation workshop. Indeed, investment needs to be increased, even though, sometimes investments are fairly inefficient. Thus, some alternative solutions were given as the development of small towns-poles, where some public services, including infrastructure related ones, would be provided for several villages, or following a community-development based approach instead of village-development based approach. While the role of the villages was perceived differently by the participants, most of them agreed that any investment should be based on a cost-benefit analysis.
- **Use innovative teaching methods in rural schools.** Some of the participants, especially youth and children, see significant problems related to the quality of education in rural areas. They propose innovative methods they have seen on the TV, have learned from family members and migrants to be adopted for teaching in remote areas, including use of information technologies, distance learning,

exchange programmes, etc.

- **Higher use of technologies in the rural areas.** Several participants at the national validation workshop mentioned the necessity to implement modern technologies in economic sectors specific for rural areas, especially agriculture and agricultural related services and industries in order to increase the productivity and value added of these sectors and, therefore, to have a beneficial impact on the rural population and rural development.

Who should contribute to the change

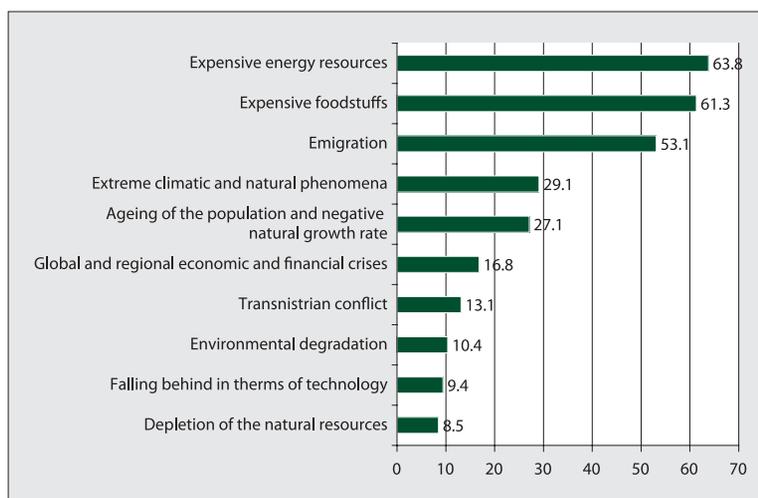
For all the changes to happen there is need of involvement of many actors: the Government for the policy issues, LPAs for better targeting the problems, NGOs for helping implement projects and programmes and introducing new values to the rural population, international donors and EU for supporting reforms and especially the youth which is considered to be the real change.

LONG-TERM DEVELOPMENT CHALLENGES AND RISKS FOR MOLDOVA

The priorities listed above that were mentioned most often in the consultations, are mostly linked to the immediate needs of the population as these are the most binding. However, the population is fully aware of other important challenges Moldova will face in the long-term. When asked about the main challenges Moldova faces in the long run, the population identified aspects such as energy and demographic issues (Chart 14). The fact that these were discussed less often during the OGC reflects the complexity of these issues: these are mostly global and regional problems that are reflected at a national level or their resolution does not fully depend on internal factors.

CHART 14. **Frequency of answers to the question „What in your opinion are the biggest challenges Moldova faces in long-term?“,%**

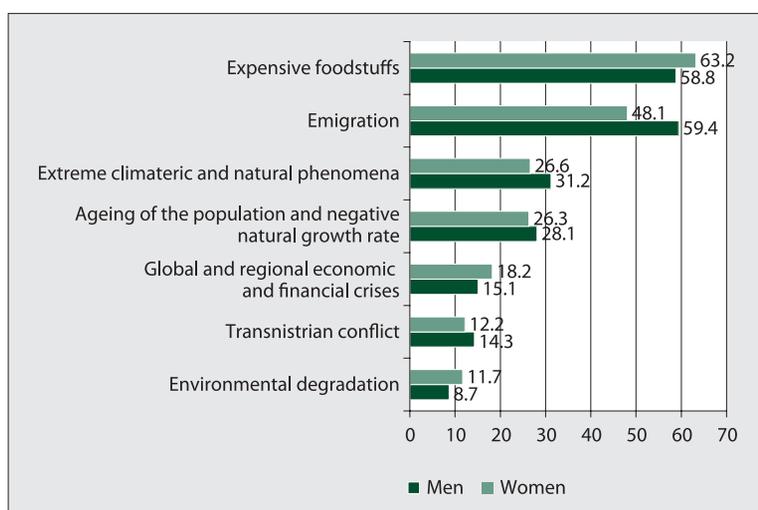
There are some important differences in the perceptions of several population groups. Women are more concerned about the risks related to expensive foodstuffs, the impact of regional and global crises on the economy and environmental degradation, while men mostly refer to challenges like emigration, extreme climate conditions, an ageing population and the Transnistrian conflict (Chart 15).



Source: NRS conducted in January 2013 by sociological company CBS-AXA;

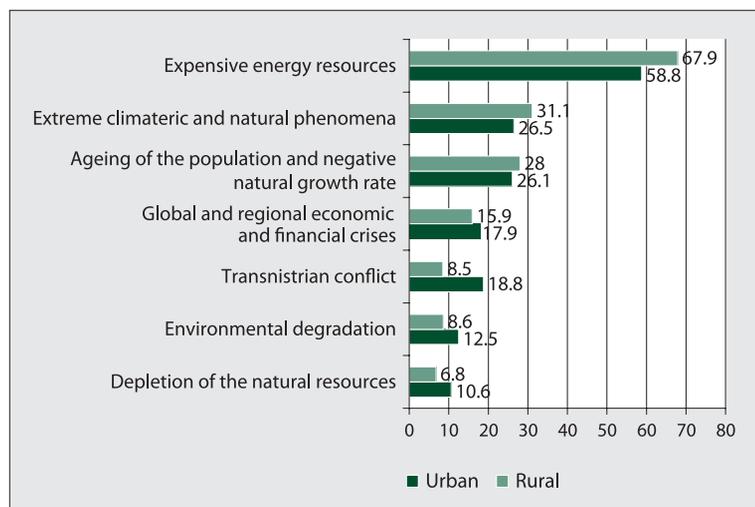
CHART 15. **Frequency of answers to the question “In your opinion, which are the biggest challenges Moldova faces in long-term?“,%**

There are significant differences in the answers given by the rural and urban populations. The urban population thinks more about long-term challenges, such as those determined by repercussions of the global and financial crises, the unsolved Transnistrian settlement, environmental degradation and the depletion of natural resources. Rural representatives more often mention the risks related to expensive energy resources, extreme climate conditions and an ageing population, i.e. they stress the immediate rural communities face (Chart 16).



Source: NRS conducted in January 2013 by sociological company CBS-AXA;

CHART 16. **Frequency of answers to the question “In your opinion, which are the biggest challenges Moldova faces in long-term?”, %**



Source: NRS conducted in January 2013 by sociological company CBS-AXA;

RECOMMENDATIONS

Most of the priorities and challenges mentioned during the consultations can be found in national and sectoral strategic documents. For example, all seven priorities of the medium-term National Development Strategy “Moldova 2020” (studies relevant for career; good roads everywhere; access to finance; clear rules for business; energy: secure and efficient; pension system; justice: responsible and non-corruptible), but also goals of some sectoral strategies (education, innovation, justice, decentralization, environment, energy, human rights, etc.) were mentioned during the consultations, indicating their relevance for the public. However, as experience shows, only including the priorities in a strategy does not guarantee the right approach and the achievement of these goals. The consultations identified a clear link between the long-term priorities seen by the population and the solutions proposed for the problems in the five thematic areas. This link is sometimes missing in the strategic planning process in Moldova. A great number of the sector-level strategies do not take into account the priorities, actions and timing of other national and sector-level strategic documents they should be linked to. Moreover, the people are not always consulted, or the consultations are formal and only at the elaboration stage. There is little public consultation at the stages of policy implementation, monitoring and post-implementation reporting, that often are even more important than policy elaboration. It is no surprise that population mainly has a negative opinion regarding the underlying functional aspects of the country, even in the cases when statistical indicators show that some progress has been registered in a given area.

The results of the consultation held as part of this project could be useful for the Government as they provide a good basis for understanding the values and priorities of the Moldovan society and the expectations of the overall population and specific stakeholders. Particularly, the Government may consider the following recommendations that derive from the consultation process:

- The medium term National Development Strategy “Moldova 2020” may be updated taking into consideration the immediate needs and challenges that Moldova is likely to face in the long term that were identified during the consultation process. This does not imply changing the priorities of the strategy, but rather adopting a more focused approach for the implementation part of the strategy, also with a view to finding opportunities for speeding up development results. Thus, the intermediate action plans may be adjusted to the needs of the population, the indicators and their targeted levels should be adjusted to the economic realities of Moldova and the possibility to achieve them given the time, financial and human capital constraints. The progress indicators should include those specific indicators the population is interested in for assessing progress. On the one hand, setting a target above a feasible level may serve only to disappoint the population. On the other hand, setting a level too low may make the population see no differences. Therefore, it is very important to have a research-based planning process at every stage.
- The same approach may be used for all existent national and sector-level strategies. Firstly, the population is entitled to know about the existence of these strategies and how they correlate with the general development framework of Moldova. Some revisions of the implementation action plans might be needed in order to harmonize them to the real needs of the population and to other strategic documents of Moldova. Many times, Governmental strategies and action plans for their implementation contain different timeframes for the implementation of the same actions, or even different activities. Also, for many strategies adopted recently (Decentralization Strategy, National Strategy for Environment) and put on hold, the action plans may be updated taking into consideration public opinion revealed by the consultation process.
- As currently several strategies in the priority areas are being elaborated or reviewed (Education Strategy, Innovation Strategy, the revision of Regional Development Strategies) the priorities mentioned by the population may be taken into consideration. These can envisage also the differences in the perceptions of various stakeholders in order to ensure that the change occurs for everybody, not only by those consulted more frequently or that are part of the system.
- Moreover, the Government should ensure the fact that the population knows that their opinion counts. The population wants to be consulted at different stages of the decision-making process,

and informed if consultation results such as these are used in the decision-making process. Short presentation of the national documents may be prepared to show how the results of these and other relevant consultations were included in these documents. The Government may also think of how to 'report for citizens' on strategic documents so that these are understood by more groups of population. For this, different methods may be considered, including closer collaboration with local authorities, CSOs, and the mass-media.

- Moreover, the Government should not omit consulting the people at the stage when strategies are implemented in order to encourage their participation in the long-term. Most of the population wants more transparent governance. Some of the stakeholders accept that they are consulted, but only formally and with no real impact on the policy process. People want the government to present relevant, updated and readable reports on the implementation of the development strategies. They believe this is a fair expectation, given that the people finance the reforms through the taxes they pay and they also need to make informed decisions for the next elections. Therefore, regular reports on the implementation of strategies presented in simplified forms for different groups of population are very important (both from Government and non-governmental organizations). Every report should conclude with presentation of targets met and those missed.
- Special attention should be given to youth during the consultation process. Very often people see the youth to as the main promoter of the changes in the society: both as a reason and a source for change. People mentioned during the consultations that young people are more flexible, more open-minded and they are also less disillusioned and therefore ready to get more actively involved in the process. At the same time they need to be encouraged in order to stay in the country and contribute to its development through relevant policies.
- The final assessment and evaluation of the strategic documents' implementation should be done by all people together. Government reports should be completed by surveys and other activities with the stakeholders to validate the assessments and evaluations, so that people could also have a say on the achievements, explain how they feel the difference and what should be done further. The final assessment should not include only a list of activities formally implemented and statistical indicators that do not reflect well the state of the population.
- In the case of some necessary reforms not welcomed by the population, a different communication approach may be employed. Moldova has recent experience in the process of optimizing the school network. Reforms were unavoidable given the inefficient use of public spending and the deterioration in the quality of education in many institutions. The population is not ready to accept many changes, especially when they believe their opinion is being manipulated. Moldova needs to implement many other painful reforms that would encounter resistance from the population (such as the administrative-territorial optimization). The areas of resistance may be also easier identified through a consultation process and, consequently, a communication strategy can be identified to explain the changes needed so that reforms are eventually accepted by the population.
- Sometimes incorrect statements from Government officials are picked up by the population. For example, the fact that Moldova is an agricultural country is no longer true. Only about 10% of GDP is produced in the agricultural sector, while people still consider Moldova's main export to be agricultural products and believe that most of the production is created in this sector. These perceptions should be aligned with the reality by proper information. This will ensure that the population supports changes in the right direction.
- Some of the problems mentioned by the participants in the consultations are not problems per-se but rather natural trends, which should be acknowledged both by the population and the Government. For example, the depopulation of the villages is a not a problem per se, but rather the situation of those who remain in the villages with no social and economic opportunities. As Moldova has a high share of rural population compared to most countries in the region this trend will most likely continue. The Government should have the right approach to this phenomenon and also make it known to the population.

- The population should be also informed about the global 'Key areas for the Post-2015' identified by now: (i) energy, health, sustainable development, food security, poverty alleviation; (ii) need for common grounds, common indicators; (iii) building resilience; (iv) productivity side, transformational productivity; (v) universality, equity, coherence at global level, simplicity; (vi) employment. This is important in order to explain the preference for some of the national priorities and to provide a wider context of the global problems for Moldovan citizens.
- However, the Government should acknowledge that in order to have a supportive population, it should ensure that policies address the basic needs in first place. People's desire to see an improvement in their incomes, health and education status is indeed a legitimate one.
- The last, but very important thing the Government can learn from the consultation process is that Moldovan society does not have a clear vision where it is going and what development path is pursued. The problem derives from the fact that there is no such vision at political level or, at least, people are not aware of it. So, they do not know what to expect from the future, where Moldova is going to be in long-term. Many people pursue immediate or short-term priorities and are not sure to what changes they can contribute and in which way.

The results of the consultations may be also useful for other stakeholders too, particularly for the international organizations and partners. Most of Moldova's development partners envisage in their country strategies the priorities mentioned by the population in the consultations.

- UN – Republic of Moldova Partnership Framework for 2013 – 2017 “Towards Unity in Action” and its Action Plan include three thematic pillars: (i) democratic governance, justice, equality and human rights; (ii) human development and social inclusion, (iii) environment, climate change and disaster risk management;
- The three pillars proposed for the new World Bank Country Partnership Strategy for 2013-2017 are: (i) increase competitiveness; (ii) build human capital; (iii) support a green, clean, resilient Moldova;
- Under the current National Indicative Programme (2011-2013), EU assistance is focused on the following priority areas that most probably will be part of the next programme too: (i) good governance; (ii) social and human development; (iii) trade and sustainable development;
- Austrian Development Country Strategy or 2011-2015 is focused on: (i) water and sanitation; (ii) vocational education and training (VET); (iii) governance; (iv) gender equality and environment; (v) fighting poverty and vulnerability;
- The Swiss Agency for Development and Cooperation programme priorities for 2010-2013 are health and water and sanitation;
- Swedish International development Cooperation Agency (SIDA) Strategy for development cooperation with the Republic of Moldova 2011-2014 includes 3 cooperation sectors: (i) democracy, human rights and gender equality; (ii) sustainable infrastructure; (iii) market development;
- Czech Republic Development Cooperation Programme for Moldova for 2011-2017 includes several four priorities: (i) social infrastructure and services; (ii) water supply and sanitation (incl. waste management); (iii) agriculture; (iv) environmental protection;
- Several GIZ projects in Moldova: “Practice-oriented vocational training” and “Economic policy advice”

All these agencies may use the results of the consultations in their work in support of national partners and for further updating of their country objectives for Moldova. Moreover, the population should also be informed about the international community priorities for the country. Many people rely on international partners support to help Moldova in achieving a change for better, but they do not always know that these are already present in Moldova and that they implement projects the people are interested in. They should be informed about all the projects supported by international community and, if the case, to assess their relevance for the community. This should be done by the international community and led by the Government (central and local authorities).



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